

# ARISGLOBAL RECEIVES THE 2023 COMPANY OF THE YEAR AWARD

---

*Identified as best in class in the global  
life sciences pharmacovigilance and  
data analytics software industry*

## Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. ArisGlobal excels in many of the criteria in the life sciences pharmacovigilance and data analytics software space.

| AWARD CRITERIA                                |                               |
|---|-------------------------------|
| <i>Visionary Innovation &amp; Performance</i> | <i>Customer Impact</i>        |
| Addressing Unmet Needs                        | Price/Performance Value       |
| Visionary Scenarios Through Mega Trends       | Customer Purchase Experience  |
| Implementation of Best Practices              | Customer Ownership Experience |
| Leadership Focus                              | Customer Service Experience   |
| Financial Performance                         | Brand Equity                  |

### *ArisGlobal*

Owing to the high need to study drug side effects, conduct risk-benefit analysis, and monitor and prevent adverse drug reactions bearing high mortality and morbidity costs, pharmacovigilance for safer drug intake is vital. The rise in drug discovery and development stresses the global pharmacovigilance market to produce high-quality results quickly coupled with analytics on available data volumes. Life sciences organizations continue to apply manual processes and deploy subpar technology systems, which limits productivity and accuracy.

Founded in 1987 and headquartered in Miami, Florida, ArisGlobal provides a cloud-based, automated, integrated life sciences technology platform. For over three decades, its market-leading solution **LifeSphere**® has supported life science organizations for pharmacovigilance, clinical activities, and regulatory processes to deliver drug products from bench to bedside safely, quickly, and cost-effectively. Additionally, it ensures 100% compliance with current and upcoming regulatory standards.

The company operates globally with regional offices in Europe, India, Japan, and China. It offers the most comprehensive global and regional out-of-the-box compliance spanning regulators worldwide and regionally across 37 countries, including Asia Pacific (APAC) and Latin American countries, for different product types.

In 2021, Frost & Sullivan recognized ArisGlobal for its operational efficiency, growth potential, and customer-centricity and remains impressed with its continuous innovation and sustained leadership.

### ***LifeSphere® Safety: Advanced Pharmacovigilance Capabilities Increase Efficiency***

ArisGlobal's vision centers on improving life sciences to benefit humankind with the stated purpose of building an intuitive, intelligent, and unified technology platform to transform global health. It connects deep-seated domain and operational knowledge with advanced technology delivering multiple products that help develop and monitor advanced therapies.

The company's core offering, **LifeSphere® Safety**, provides the only unified, SaaS Safety platform in production that delivers touchless case processing, scalable compliance, and standardized global pharmacovigilance workflows. The market-leading proprietary platform includes several products focused on collecting, processing, analyzing, and acting on medical safety data while maintaining high quality and compliance. Its matchless artificial intelligence (AI) capabilities combine robotic process automation and cognitive functions, including pre-trained and pre-validated natural language processing and machine learning.

The end-to-end safety platform's user-centric interface and experience infuse industry best practices to meet end users' needs through a broad portfolio. Its safety solutions portfolio ranges from intake to signal detection and insight across the entire safety lifecycle. It includes:

- **LifeSphere® Intake & Triage:** Provides a cognitive computing-enabled platform for case receipt and triage.
- **LifeSphere® LitPro:** A full-service, automated medical literature screening solution that assesses global literature databases for safety-relevant information.
- **LifeSphere® Reporter-PV:** A digital portal that enables clients to connect to stakeholders through a simplified mobile and web application.
- **LifeSphere® MultiVigilance (LSMV):** The next-generation case management system is **LifeSphere® Safety** platform's core. Built on software-as-a-service (SaaS) architecture, the platform delivers efficiency through a single, harmonized, global database with end-to-end automation and AI. Stakeholders worldwide can quickly and securely access safety data through a cloud-based interface. **LSMV** is pre-validated using extensive industry-sourced data, proven across numerous real-world environments, and is easily and quickly deployable.

Additionally, ArisGlobal meets customer needs around analytics, signal, and risk management through:

- **LifeSphere® Reporting and Analytics:** Expands the regulatory reporting included in **LSMV** and drives real-time reporting by making it easier to bring together and draw insights from your complete safety data with ad hoc reporting, self-service query building, dashboarding, and visualization capabilities.
- **LifeSphere® Signal and Risk Management:** provides an end-to-end solution for seamlessly managing signals and risk, leveraging advanced automation to unlock deeper, actionable insights

throughout the product lifecycle to ensure more efficient and total compliance and better patient and business outcomes.

**LifeSphere® Data Fabric** ArisGlobal's Data Fabric is an enabling architecture designed to support various end-to-end data pipelines and cloud environments. ArisGlobal's Data Fabric initiative is putting safety data, aggregated anonymized metrics, clinical and regulatory data, and just-in-time embedded insights at the fingertips of their customers.

*“LifeSphere® Clarity is a breakthrough solution for teams conducting safety signal analytics. It automates possible causal pathways to provide processing support to the safety or risk physician. The next generation analytics platform proactively identifies hypothesis-free risk insights, transforming safety from reactive to proactive and operational to strategic.”*

*- Unmesh Lal,  
Director - Healthcare & Life Sciences*

### **LifeSphere® Clarity: Next-generation Safety Signal Analytics**

ArisGlobal's most-recent innovation **LifeSphere® Clarity** is a breakthrough solution for teams conducting safety signal analytics. It automates possible causal pathways to provide processing support to the safety or risk physician. The next generation analytics platform proactively identifies hypothesis-free risk insights, transforming safety from reactive to proactive and operational to strategic. It

allows smaller and agile safety and risk physician teams to focus on relevant data and analyze the safety signal faster and more confidently. Furthermore, the solution limits lengthy and error-prone manual evaluation tasks leading to faster-to-insight, saving time.

**LifeSphere® Clarity** features advanced cognitive computing that provides safety teams with earlier and deeper benefit-risk insights (finds undiscoverable trends in data). The analytics engine thus informs strategy with highly efficient safety reviews, previously non-existent, providing ArisGlobal with a competitive advantage.

#### Use Cases:

ACME Pharma, a mid-sized pharmaceutical company developing heart-failure-related drug products, has low exposure to adverse events reports. **LifeSphere® Clarity's** association graph can assist in identifying known clinical relationships within highly complex cases. It eliminates finding externally sourced data to make those connections manually, improving efficiency.

Similarly, large pharma companies study copious data volumes from diverse patient groups across broad complexity levels. In such instances, **LifeSphere® Clarity's** advanced analytics quickly provide medical similarities, easily analyze complex cases, and detect earlier missed patterns.

### **High-Impact Value**

With a legacy of pharmacovigilance and data analytics software leadership, ArisGlobal's compelling value proposition underpins its sustained success. **LifeSphere® Safety's** open architecture design supports standard and configurable web services for exchanging data, facilitating interoperability with existing information technology environments. Scalable, resilient, secure, future-proof, and up-to-date, the multi-tenant cloud-native platform demonstrates ArisGlobal's industry-leading excellence in SaaS.

The company moved its entire cloud infrastructure to Amazon Web Services (AWS) platform to provide a globally unified, standardized solution. The secure, globally compliant, and interoperable system improves compliance and customer experience.

### ***A Customer-centric Approach Driving Unmatched Client Experience***

ArisGlobal's approach goes beyond its extensive expertise and best-in-class capabilities, with customer value as a strategic imperative. Through the years, it has earned a sterling reputation supporting

*“Industry-leading AI and end-to-end automation in production result in approximately 30% cost savings. Overall, ArisGlobal’s safety solution offers a low total cost of ownership through its cloud-based SaaS model, optimizing information technology infrastructure and resources.”*

***- Supriya Lala,  
Best Practices Research Analyst***

customers' path towards improving workflows and resource efficiencies and taking proactive decisions.

At least three years ahead of its competition, the company aims to lead the safety solutions space with continuous innovation delivering matchless customer value. Notably, its safety platform renders measurable team efficiency gains of up to 80% (across safety case management) from intake to submission. Industry-leading AI and end-to-end automation in production result in approximately 30% cost savings.<sup>1</sup> Overall,

ArisGlobal's safety solution offers a low total cost of ownership through its cloud-based SaaS model, optimizing information technology infrastructure and resources.

### ***Partnership Ecosystem***

Unlike competitors, ArisGlobal builds its solution by collaborating closely with various stakeholders and partners to evolve alongside market needs and trends. It refined its approach to developing a partner ecosystem through several new implementation partners.

Accenture, Ultragenic, Nextrove, TCS, and Snowflake are part of its open ecosystem strategy to deliver best-in-class innovative solutions and services across its portfolio. Working with tech-enabled vendors allows more profound insights into critical performance indicators through embedded analytics across its products. It enables its life science customers to quickly consolidate and act on these data insights for proactive decision-making.

The company's 2023 growth plans include bolstering safety implementation partnerships to serve its customers better.

### ***Customer-facing Processes Building Trust, Delighting Customers***

ArisGlobal's entrenched collaboration culture drives continuous cutting-edge technology development that impacts the life sciences industry. In addition, ongoing customer engagement through several programs captures and leverages feedback to improve customer experience and satisfaction.

Notable programs include the customer advisory board (CAB), product strategy council, Industry Standards Practice (ISP) working groups, and Voice of Customer (VOC). ISP meets monthly to understand, collectively research, and address health authority regulatory changes, while CAB and the product

---

<sup>1</sup> <https://lifesphere.arisglobal.com/platform/safety/>

strategy council meet annually to discuss industry trends and opportunities. Governance, medical devices, user experience, case processing, and configuration comprise primary working group topics. Meeting insights help to design standardized processes across the industry and to influence the company's product roadmap.

Additionally, ArisGlobal conducts advocacy programs to boost customer success. These programs promote the company through digital media (case studies, webinars, and social media campaigns) and press releases.

Heightened exposure, in turn, results in speaking engagement prospects at well-recognized company-hosted events like Breakthrough, which elevates customers' brands. It allows them to share success stories within the life sciences industry, positioning customers as thought leaders.

A dedicated customer success management team ensures customer participation in VOC, advocacy programs, round tables, user groups, and community forums. Additionally, the company is working on a program to design customized implementation patterns around the market size to target and serve different customer types better, get customers live-on-cloud, and bolster client success.

ArisGlobal's seamless and frictionless customer-centric approach and close relationships position it as a partner of choice.

### ***A Promising Outlook for 2023 and Beyond***

Since its inception, ArisGlobal's sterling reputation and customer-centric framework have led to its coveted preferred partner status. Over the years, it added a range of new customers to its established base. The **LifeSphere® Safety** platform demonstrates remarkable adoption, becoming the most widely used drug safety software worldwide. Notably, four of the five largest biopharma companies use **LifeSphere®**.

Overall, the company's customer base comprises over 300 life science companies using **LifeSphere® Safety** for pharmacovigilance, including 30 of the top 50 global pharmaceutical companies, and over 30,000 users operating the platform.<sup>2</sup> Its deployed solutions grew significantly in 2022. Currently, its implemented commercial solutions are higher in number than any other competitive solution, as reported by ArisGlobal.<sup>3</sup> Thus, emerging as the market leader, **LifeSphere® Safety** processes above seven million safety cases annually, reportedly higher than any other commercial safety product.<sup>4</sup>

Notably, the United States Food and Drug Administration (US FDA) went live with **LSMV** for collecting, triaging, and processing over three million annual adverse event reports. Additionally, four leading COVID-19 vaccine manufacturers deployed **LifeSphere®** solutions to support their development and safety efforts toward curtailing the pandemic.

---

<sup>2</sup> <https://www.arisglobal.com/press-release/arisglobals-lifesphere-safety-solidifies-market-leading-position-in-pharmacovigilance-with-over-300-customers-and-more-than-7-million-safety-cases-processed-annually/>

<sup>3</sup> Frost & Sullivan's Analyst Briefing with ArisGlobal

<sup>4</sup> *ibid*

The **LifeSphere® Clinical** platform also continues to expand. Markedly, it secured its first Chinese customer and launched its first electronic Trial Master File (eTMF) system, **LifeSphere® eTMF**, complying with the Drug Information Association's latest trial mechanism standard.

### ***Future Focus***

Reportedly, ArisGlobal posted three consecutive years of record growth, driven by double-digit revenue growth, new hires, and robust **LifeSphere®** platform adoption. It witnessed over 50% year-over-year growth in recurring revenue bookings across safety, clinical, regulatory, and medical affairs domains.<sup>5</sup>

Additionally, ongoing investments from Nordic Capital support the company's research and development (R&D), global delivery, and commercial operations. As a pharmacovigilance and safety market leader, its solutions' efficiency and efficacy drive its brand equity.

A legacy of 35 years of expertise positions the brand image as a company focused on innovative R&D solutions for life sciences, bolstering customer loyalty. ArisGlobal focuses on nurturing its brand at both corporate and platform levels having recently launched **LifeSphere®** as a co-brand. It also continues developing the **LifeSphere®** platform and its product suite, leveraging thought leadership and extensive industry knowledge. To build and accelerate its growth momentum, the company's executive leadership team evolved, with Mike Gordon assuming the chief executive officer's position and continuing as Chairman of the Board. Mike brings a strong executive track record in addition to data and analytics. Russ Schreiber was also brought in as the Chief Operating Officer in 2022, as well as James Jarrett, new Chief Financial Officer, Kathleen Turland, Chief Legal Officer, and Aman Wasan promoted to Chief Commercial Officer.

Looking ahead, ArisGlobal aims to convert its on-premises safety customers to the **LSMV** multi-tenant platform. It will then assist them with the latest technology updates, besides providing strong upsell and cross-selling opportunities across the **LifeSphere®** platform. With 20 customers now live on **LSMV**, the company targets 100 customers to be live by the 2023 year-end. It anticipates increasing its current customer base through new logos and opportunities from the planned launch of its data and analytics product portfolio, beginning with **LifeSphere® Clarity** in early 2023. Additionally, the recent introduction of **LifeSphere® Investigational Product RIMS** (part of the Regulatory portfolio) will help early-stage companies to organize and track investigational submission data.

ArisGlobal continues to advance the newly formed partnership program covering commercial, technology, and contract research organization (CRO) collaborations. For instance, the freshly hired leader of CRO partnerships will drive a focused strategy to expand its CRO business model.

After experiencing impressive customer wins in APAC, including PegBio, Suzhou Ribo Life Science Co., Overland Pharmaceuticals, Asahi Kasei, and various additional large pharma companies, ArisGlobal will continue its expansion into China, Japan, and South Korea markets.

---

<sup>5</sup> <https://www.arisglobal.com/press-release/arisglobal-closes-2021-with-tremendous-growth-across-customer-base/>

Frost & Sullivan believes ArisGlobal is well-positioned to drive the life sciences pharmacovigilance and data analytics software space into its next growth phase, capturing market share and sustaining its leadership in the coming years.

## Conclusion

---

Studying drug side effects and conducting risk-benefit analysis is vital to monitor and prevent adverse drug reactions, underscoring the need for pharmacovigilance for safer drug intake. Hence, systems and technologies that process large data volumes, offer high quality, and support automation and intelligent data analytics are critical for drug safety studies.

Overall, ArisGlobal addresses these unmet needs with a strong leadership focus that incorporates customer-centric strategies and exemplifies best practice implementation. Its cloud-based, end-to-end safety platform solution, **LifeSphere® Safety**, offers several solutions that collect, process, analyze, and medical safety data, boosting quality and ensuring compliance. Its safety solutions portfolio ranges from intake to signal detection and insight across the entire safety lifecycle. Built on software-as-a-service architecture, the **LifeSphere®** platform is easily and quickly deployable and interoperable to existing technologies, lowering the total ownership cost for customers.

The platform delivers efficiency through a universal, harmonized, global database with end-to-end automation and robust artificial intelligence capabilities.

The company continues to innovate and launch solutions enriching its safety portfolio. For instance, **LifeSphere® Clarity**, its recent innovation, is a breakthrough safety signal analytics platform that transforms safety from reactive to proactive. It enables safety analytics physician teams to analyze the safety signal faster and more confidently, saving time and providing customers with deeper risk insights to inform strategy with highly efficient safety signal reviews. ArisGlobal continues to focus on delivering an enhanced customer experience, creating a partnership ecosystem, and building its data fabric across its portfolio.

A pharmacovigilance and safety market leader, the company's customer base continues to expand. **LifeSphere® MultiVigilance** emerged as the most selected single global safety system platform by the top global biopharmaceutical companies in 2022. ArisGlobal remains a trusted partner, earning a reputation for offering the overall best in the life sciences pharmacovigilance and data analytics software industry.

With its strong overall performance, ArisGlobal earns Frost & Sullivan's 2023 Global Company of the Year Award in the life sciences pharmacovigilance and data analytics software industry.

## What You Need to Know about the Company of the Year Recognition

---

Frost & Sullivan's Company of the Year Award is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

### Best Practices Award Analysis

For the Company of the Year Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

#### *Visionary Innovation & Performance*

**Addressing Unmet Needs:** Customers' unmet or under-served needs are unearthed and addressed by a robust solution development process

**Visionary Scenarios Through Mega Trends:**

Long-range, macro-level scenarios are incorporated into the innovation strategy through the use of Mega Trends, thereby enabling first-to-market solutions and new growth opportunities

**Leadership Focus:** Company focuses on building a leadership position in core markets and on creating stiff barriers to entry for new competitors

**Best Practices Implementation:** Best-in-class implementation is characterized by processes, tools, or activities that generate a consistent and repeatable level of success

**Financial Performance:** Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

#### *Customer Impact*

**Price/Performance Value:** Products or services provide the best value for the price compared to similar market offerings

**Customer Purchase Experience:** Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

**Customer Ownership Experience:** Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

**Customer Service Experience:** Customer service is accessible, fast, stress-free, and high quality

**Brand Equity:** Customers perceive the brand positively and exhibit high brand loyalty

