



**S3
Connected
Health**

Strategy | Solutions | Platform

20 25 | **COMPANY OF THE YEAR**

Driving impact across the customer value chain

*RECOGNIZED FOR BEST PRACTICES IN THE
GLOBAL MEDICAL DEVICE CONNECTIVITY
INDUSTRY*

F R O S T & S U L L I V A N

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Best Practices Criteria for World-class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. S3 Connected Health excels in many of the criteria in the medical device connectivity space.

RECOGNITION CRITERIA	
<i>Visionary Innovation & Performance</i>	<i>Customer Impact</i>
Addressing Unmet Needs	Price/Performance Value
Visionary Scenarios Through Megatrends	Customer Purchase Experience
Leadership Focus	Customer Ownership Experience
Best Practices Implementation	Customer Service Experience
Financial Performance	Brand Equity

The Transformation of the Medical Device Connectivity Industry

The medical device connectivity (MDC) industry is disrupting healthcare delivery. Technological advances, such as remote patient monitoring devices, are enabling the shift of post-acute care to the home, challenging conventional healthcare delivery at the hospital. The installation of more medical devices at home to deliver patient care offers opportunities for MDC vendors to expand their product and solution offerings.

Addressing Unmet Needs

The rising emphasis on home healthcare to address concerns related to escalating healthcare costs and the shortage of skilled healthcare professionals is increasing the number of medical devices used in home care settings. MDC vendors need to realign their business models to address this disruption in healthcare delivery.

Frost & Sullivan’s market analysis indicates that S3 Connected Health focuses heavily on medical device connectivity at home compared to its peers, as the company believes there is a strong opportunity in care delivery transformation. The company provides vendor-agnostic MDC solutions, along with its platform that enables home healthcare delivery.

The primary difference between care at the hospital and at home is that at home, the patient is a more active stakeholder—it is the patient’s responsibility to follow the regimen, prescription, and instructions.

“S3 Connected Health enjoys strong brand equity within the MedTech community, especially when it comes to scalability of their solutions. The company’s solutions allow for adding connectivity to the medical devices installed in hospital, and also enables solution to transition outside the hospital, to support medical device’s product road map and future expansion of services into the home environment and also across regions and territories.”

– Bhaskar Vittal
Research Manager

Influencing patients is a significant challenge in at-home care, and S3 Connected Health makes an impact in this space through its platform and custom-built solutions. The company has tools, experts, and a platform that supports and positively influences patient behavior.

S3 Connected Health is investing in machine learning and artificial intelligence to make a closed-loop system a reality. Instead of patients taking measurements, writing them down, and copying them into the treatment device, S3 Connected Health solutions can capture and record patient medical data. This eliminates manual work by the patient. Although the closed-loop system is not yet optimal, with more data gathering and the use of machine learning and

artificial intelligence, the company’s ultimate goal is to reduce the number of clinical interventions required for patients at home in terms of device usage.

Best Practices Implementation

S3 Connected Health focuses on implementing best practices for consistency and quality of delivery that resonate with its clients. Based on its experience in building products and solutions on previous projects, the company has an impressive stack of pre-built services that ensure accelerated delivery and successful implementation. This allows scalability and provides competitive project delivery costs for clients.

The company’s best practices begin with working with the client on their specific requirements and understanding their device, end user requirements, device’s operating environment, system requirements and architecture. The next phase includes proof of concept and solution design to align with their client’s device and system requirements. Once S3 Connected Health has designed the solution, the subsequent phases involve embedded software development, medical device connectivity, and testing protocols. This implementation enables the vendor to provide superior quality products and services to customers.

For example, S3 Connected Health designed and developed a drug delivery device with a connectivity solution that provides data transfer from the hospital-installed device to the device vendor’s site. The solution aimed to optimize medication delivery using data analytics and improve end user compliance. The process began by assessing the device, the drug used, and the hospital where the device was installed. The goal was to understand the type of data to be collected and establish data access and frequency of data collection. S3 Connected Health collaborated with the client throughout the process, from concept and product development to submission to the US FDA for regulatory approval. A critical component of the solution was providing reliable and secure device connectivity in a hospital environment. This is challenging, considering that congested and complex hospital networks and building structures reduce bandwidth and hinder signal strength. S3 Connected Health solved this problem by creating an independent pathway for data transmission, instead of relying on hospitals’ existing infrastructure.

Financial Performance

S3 Connected Health's medical devices connectivity year-on-year revenue grew by 30% over the past three years, well above the MDC market growth and one of the highest in the industry. North America accounted for 60 to 70% of the growth, followed by Europe.

Frost & Sullivan expects S3 Connected Health to grow at a higher rate over the next five years, driven by the fast-growing home healthcare space. As care delivery transitions to the home in major markets such as the United States and Europe, S3 Connected Health is in a prime position to take advantage of this care delivery transition.

Although growth in the European MDC market has lagged behind that of the United States, Ireland-based S3 Connected Health recognizes a significant opportunity over the next three to five years in European

countries such as Germany, where a substantial number of MedTech companies are headquartered.

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Leadership Focus

The current MDC business challenges of medical device companies relate to evolving business models, such as the revenue associated with the services and the stakeholders that will be paying for the connectivity.

Not every medical device vendor has found solutions to these challenges. As such, the leadership team at S3 Connected Health has identified this area as an opportunity to expand and establish strong relationships with medical device vendors. In addition to services related to building connectivity into

medical products as well as integrating these products with healthcare provider networks and clinical workflows, S3 Connected Health has started offering technology consultancy and digital health strategy consultancy capabilities that enable clients to develop business cases and business models for MDC projects.

Brand Equity

With its Affinial platform, S3 Connected Health has established a strong reputation with customers. The company has domain expertise in digital health solutions, clinical workflows, connectivity solutions, software-as-a-medical-device development, and cybersecurity. These enable successful interfacing and integration with healthcare ecosystems, ensure the safety of patient data, and improve patient outcomes and clinical efficiencies.

Frost & Sullivan finds that S3 Connected Health has good brand equity within the MedTech community, especially in solution scalability. Its solutions enable the addition of connectivity to medical devices installed in hospitals, and enables the transition outside the hospital and expand services into the home environment and across regions and territories.

The leading differentiator between S3 Connected Health and its competitors is its compliant data management, which distinguishes it in winning projects with Tier 1 MedTech companies.

Customer Purchase Experience

S3 Connected Health's platform-based approach provides the best quality and services for its customers. This approach drives efficiencies for clients with end-to-end solutions, which include digital services consultancy, business consultancy, design, implementation, and monitoring of the connectivity solution.

In addition, S3 Connected Health offers operational excellence services to clients, including managing solution and infrastructure post launch. It provides subscription-based maintenance services, which is kind of unique in the industry. With clinical workflows that already exist on the healthcare provider side, S3 Connected Health reduces the burden, time, effort, and cost to develop MDC solutions that successfully launch, interface with existing care ecosystems, and integrate with existing clinical workflows and practice.

Conclusion

S3 Connected Health has a notable reputation in the MDC space with its scalable solution that interfaces with existing care ecosystems and integrates with clinical workflows. The company focuses on addressing unmet needs, particularly in the home healthcare MDC market. Its platform-based solutions build brand equity and lead to a satisfactory purchase experience for customers.

With its strong overall performance, S3 Connected Health earns Frost & Sullivan's 2025 Global Company of the Year Recognition in the medical device connectivity industry.

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

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

Best Practices Recognition Analysis

For the Company of the Year Recognition, 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 to create growth opportunities across the entire value chain

Visionary Scenarios Through Megatrends: Long-range scenarios are incorporated into the innovation strategy by leveraging mega trends and cutting-edge technologies, thereby accelerating the transformational growth journey

Leadership Focus: The company focuses on building a leadership position in core markets to create stiff barriers to entry for new competitors and enhance its future growth potential

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

Financial Performance: Strong overall business performance is achieved by striking the optimal balance between investing in revenue growth and maximizing operating margin

Customer Impact

Price/Performance Value: Products or services offer the best ROI and superior value compared to similar market offerings

Customer Purchase Experience: Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

Customer Ownership Excellence: Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

Customer Service Experience: Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

VALUE IMPACT			
STEP		WHAT	WHY
1	Opportunity Universe	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	Transformational Model	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	Ecosystem	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	Growth Generator	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	Growth Opportunities	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	Frost Radar	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	Best Practices	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	Companies to Action	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

The Growth Pipeline Generator™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

[Learn more.](#)

Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- **Megatrend (MT)**
- **Business Model (BM)**
- **Technology (TE)**
- **Industries (IN)**
- **Customer (CU)**
- **Geographies (GE)**

