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**CUSTOMER  
VALUE LEADER**

*Maximizing the Price/Performance ROI for Customers*

*RECOGNIZED FOR BEST PRACTICES IN THE  
GLOBAL FUNCTIONAL SERVICE PROVIDER  
SOLUTIONS INDUSTRY*

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. SIRO Clinpharm excels in many of the criteria in the FSP solutions space.

RECOGNITION CRITERIA	
<i>Business Impact</i>	<i>Customer Impact</i>
Financial Performance	Price/Performance Value
Customer Acquisition	Customer Purchase Experience
Operational Efficiency	Customer Ownership Experience
Growth Potential	Customer Service Experience
Human Capital	Brand Equity

Evolving Clinical Development Landscape and the Critical Role of FSP Solutions

The global biopharmaceutical industry is in a state of perpetual evolution, driven by the two-fold pressures of accelerating therapeutic innovation and optimizing operational efficiency. Within this dynamic landscape, the Functional Service Provider (FSP) model emerges as a sophisticated and vital outsourcing strategy. Moving beyond traditional, full-service contract research organization (CRO) engagements, the FSP model allows pharmaceutical, biotechnology, and medical device companies to selectively outsource specific functions (such as clinical monitoring, biostatistics, or pharmacovigilance) to specialized partners. This approach offers a critical blend of flexibility, cost-effectiveness, and access to in-depth, specialized expertise. According to Frost & Sullivan research, the rising demand for specialized peripheral services, such as data management, biostatistics, and medical writing, drives the extensive adoption of FSP models, with emerging biopharmaceuticals and large pharmaceutical companies leveraging this approach to optimize clinical trial costs and mitigate operational risks.<sup>1</sup>

However, the path to successful drug development is fraught with intensifying challenges that FSP solutions could potentially address. The complexity of modern clinical trials, particularly in areas like oncology and rare diseases, demands a level of specialized knowledge that is often difficult and costly to maintain in-house. Compounding this challenge is a fierce global “war for talent,” where skilled and

<sup>1</sup> Pharmaceutical Clinical Contract Peripheral Services, Global, 2025–2030 (Frost & Sullivan, March 2025)

*“SIRO Clinpharm offers domain-specific FSP solutions across high-demand functional areas, such as clinical operations, clinical monitoring, project management, start-up services, clinical data management, biostatistics and statistical programming, and IT. Its dual-pronged staffing approach, combining internal talent pools with precision-driven external recruitment, guarantees a high match rate between resource capabilities and client expectations, accelerating onboarding and project initiation.”*

**- Rabin Dhakal**  
**Best Practices Research Analyst**

experienced clinical research professionals are a scarce resource.<sup>2</sup> This talent deficit impacts trial execution, contributing to the staggering statistic that up to 80% of clinical trials fail to meet their enrollment timelines,<sup>3</sup> which in turn drives up costs. Furthermore, the globalization of research necessitates managing various trial sites across diverse regulatory environments, adding layers of operational complexity and demanding unwavering quality and consistency.

The FSP model inherently counters these hurdles by providing a framework for agility

and specialized execution. By its very design, it offers a direct solution to the talent shortage, providing sponsors with immediate access to pools of vetted experts for specific functions, thereby mitigating the risks and costs associated with internal recruitment and retention. This targeted deployment of expertise boosts operational efficiency, controls budgets, and accelerates timelines. Furthermore, leading FSPs improve these structural advantages by embedding advanced technologies into their services. Adopting decentralized clinical trial methodologies and AI-powered analytics are not just add-ons but are core to how modern FSPs deliver value, revolutionizing patient recruitment and data management.<sup>4</sup> These integrated digital strategies were pivotal in maintaining clinical trial continuity during the recent global pandemic, proving the resilience of a technologically empowered FSP model.<sup>5</sup>

SIRO Clinpharm Private Limited (SIRO Clinpharm) is a leader in this demanding environment, delivering exceptional customer value by mastering the intricacies of the FSP model. With a rich history spanning over two decades, the company strategically evolves to meet the market’s needs, structuring itself to provide highly specialized FSP services.

### Enhancing Client Onboarding through Hybrid Delivery Models

A core entity within the SIRO Group (founded in 1996 and headquartered in Mumbai, India), SIRO Clinpharm builds on the group’s rich legacy of excellence in clinical research. The company offers focused, scalable FSP solutions that meet the evolving needs of pharmaceutical and biotechnology sponsors globally. With more than 25 years of collective experience in the clinical research domain, SIRO Clinpharm supports various functional areas. Its adaptable resourcing models allow clients to augment internal teams quickly and cost-effectively. Whether supporting early-phase proof-of-concept trials or managing complex, multi-regional studies under tight timelines, the company’s customer-first ethos and process-driven rigor ensure dependable delivery and measurable outcomes.

<sup>2</sup> <https://www.appliedclinicaltrials.com/view/combating-the-talent-wars-in-biopharma>

<sup>3</sup> <https://pmc.ncbi.nlm.nih.gov/articles/PMC7673977/>

<sup>4</sup> <https://www.ncbi.nlm.nih.gov/books/NBK609002/>

<sup>5</sup> Ibid.

SIRO Clinpharm has rapidly scaled its dedicated FSP vertical. Within just six to nine months of launching this specialized unit, the company has successfully secured five high-value clients, including global pharmaceutical and Indian information technology (IT) firms,<sup>6</sup> an achievement that emphasizes SIRO Clinpharm's strong market positioning and demand resonance. The company's pure-play FSP model, which enables it to manage recruitment and human resource functions, resonates strongly with sponsors seeking operational control and resource flexibility.

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SIRO Clinpharm goes beyond clinical functions to meet the increasing global demand for IT professionals in areas such as enterprise applications (SAP), cloud infrastructure, cybersecurity, programming, and digital transformation. As the life sciences sector becomes more dependent on IT-driven platforms, the company offers access to specialized technology talent that speeds up digital adoption within the pharmaceutical and healthcare ecosystems.

Another key differentiator lies in SIRO Clinpharm's ability to deliver global resource deployment. Through strategic partnerships, the company employs and places talent across more than 150 countries, helping clients overcome regulatory, logistical, and operational challenges in geographies where they lack a direct footprint.<sup>7</sup> This global hiring capacity enables market expansion for its clients and strengthens SIRO Clinpharm's appeal as a long-term strategic partner.

Furthermore, SIRO Clinpharm's flexibility in offering tailored and hybrid delivery models, including staff augmentation and full-service support, helps address varied client needs, increasing customer stickiness and retention. Its scalable, Full-Time Equivalent (FTE)-based model and fast and reliable deployment positions the company as an agile and responsive partner.

SIRO Clinpharm underpins its FSP operations with a robust framework designed to maximize productivity, resource utilization, and client satisfaction. The company's operational strategy combines centralized control with decentralized execution, which eliminates administrative burden for clients while ensuring seamless alignment with their internal workflows, systems, and standard operating procedures (SOP).

To further elevate operational excellence, SIRO Clinpharm implements a dedicated in-house quality management system tailored specifically for its FSP business. This system ensures a rigorous match between resource skillsets and the job descriptions provided by clients, significantly reducing ramp-up time and performance variability. The company's model also facilitates rapid staff deployment for short- and medium-term needs, providing clients with flexible options to fill skill gaps without long-term commitments, a critical advantage in time-sensitive clinical trials and regulatory projects.

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<sup>6</sup> Frost & Sullivan's Final Discussion Call (July 15, 2025)

<sup>7</sup> <https://www.siroclinpharm.com/>

Additionally, SIRO Clinpharm improves efficiency by offering functional oversight without compromising client autonomy. Its internal line managers supervise performance and ensure accountability, while clients maintain high-level project control. This structure reduces micromanagement and supports consistent productivity, particularly in global or multi-functional engagements.

*“SIRO Clinpharm delivers unmatched value through its FSP model by providing cost-efficient, high-quality services paired with exceptional customer experience. Across each vertical, the company combines operational excellence, deep domain expertise, and responsive client engagement, making it a preferred partner in the clinical research ecosystem.”*

**- Unmesh Lal**  
**Vice President, Growth Opportunity**  
**Analytics**

The company’s hybrid model, blending FTE and Full-service Outsourcing approaches, adds a layer of adaptability, allowing sponsors to toggle between dedicated and shared resource pools as project needs evolve. Additionally, SIRO Clinpharm enables operations under either its own or the client’s SOPs and platforms, minimizing integration friction and ensuring continuity of standards.

Frost & Sullivan commends SIRO Clinpharm for its rapid traction in customer acquisition, achieved through a focused pure-play FSP model, precision-driven recruitment, and adaptable engagement

structures that resonate with global pharmaceutical and IT clients. These capabilities go beyond clinical domains to include enterprise IT support, SAP implementation, data engineering, full-stack development, and automation testing. By integrating healthcare expertise with IT skills, SIRO enables faster technology adoption for sponsors. Its ability to deliver high-quality outcomes at scale, through flexible FTE and hybrid delivery models, ensures consistent productivity, cost-effectiveness, and client satisfaction.

### Building Future-ready Talent through Training, Mentorship, and Strategic Hiring

SIRO Clinpharm fosters a talent-first culture propelled by deep domain expertise, structured training initiatives, and globally integrated recruitment practices. Its dedicated recruitment team leverages long-standing, high-value relationships within the life sciences industry to access top-tier clinical research professionals globally. Through a reliable and proven hiring framework, the company ensures consistent delivery of high-quality talent.

The company’s investment in building high-caliber teams across critical functions, such as clinical operations, regulatory affairs, pharmacovigilance, and biostatistics, enables it to deliver specialized solutions, including rescue interventions for at-risk clinical studies. With access to real-time data and experienced project leads, SIRO Clinpharm empowers its specialized teams to identify operational bottlenecks and implement course corrections, guaranteeing timely delivery without compromising quality.

Moreover, the company’s deep compliance culture, built on International Council for Harmonisation - Good Clinical Practice guidelines and local regulatory frameworks, instills trust and confidence among staff and clients. Employees operate within structured, globally compliant systems that encourage ethical conduct, scientific rigor, and professional growth, resulting in high morale and low attrition. These characteristics distinguish SIRO Clinpharm as an employer of choice in the FSP and CRO markets.

Frost & Sullivan admires SIRO Clinpharm for developing a future-ready workforce through its industry-integrated talent development programs, robust global recruitment capabilities, and a strong culture of professional development that drives employee engagement and retention.

### **Delivering High ROI and Seamless Service Across Core Functional Areas**

SIRO Clinpharm delivers unmatched value through its FSP model by providing cost-efficient, high-quality services paired with exceptional customer experience. Across each vertical, the company combines operational excellence, deep domain expertise, and responsive client engagement, making it a preferred partner in the clinical research ecosystem.

### **Clinical Operations and Project Management**

SIRO Clinpharm provides a substantial return on investment (ROI) by enabling clients to avoid building costly in-house clinical operations teams. Instead, clients gain immediate access to a scalable team of experts who can seamlessly execute full-spectrum project management activities (from site feasibility and monitoring to risk mitigation and inspection preparedness). The company's flexible model allows for rapid deployment of resources for rescue studies, adaptive trials, and study within trial team interventions, minimizing costs while ensuring quality outcomes.

Complementing this value is SIRO Clinpharm's streamlined service approach, which assigns a dedicated project manager as the single point of contact. This central coordination mechanism ensures consistent communication, rapid issue resolution, and strategic alignment throughout the study lifecycle, improving the overall sponsor experience and reducing operational friction.

### **Biostatistics and Programming**

In the statistics and programming area, SIRO Clinpharm offers specialized expertise that would otherwise require significant internal investment for clients. With over 15 years of experience and more than 330 successfully executed projects, the team delivers high-quality deliverables that adhere to global standards like the Clinical Data Interchange Standards Consortium. This capacity helps reduce regulatory rework and accelerates submission timelines, delivering measurable financial and operational benefits.

From a service standpoint, SIRO Clinpharm's statisticians serve as consultative partners rather than just vendors. They collaborate closely with sponsors to select optimal statistical methods and guide study design choices, ensuring technical accuracy and regulatory alignment while making the analytical process stress-free and transparent.

### **Data Management**

SIRO Clinpharm's longstanding expertise in data management translates to tangible ROI through reduced cycle times and enhanced data reliability. With proven capabilities and more than 16 years of experience in this space, the team guarantees high-quality data through rigorous electronic data capture setup, query resolution, and database lock procedures, enabling faster final analysis and improved submission readiness.

Furthermore, clients benefit from regular updates, full audit traceability, and transparent processes that safeguard trust and control. SIRO Clinpharm's leadership in pioneering FSP-based data management

models in India and active participation in global conferences like the Society for Clinical Data Management further strengthen its credibility and responsiveness to industry expectations.

### Medical Writing

SIRO Clinpharm's medical writing team of over 100 professionals provides tremendous value by producing a wide array of documents, including protocols and clinical study reports, Development Safety Update Reports, Risk Management Plans, and peer-reviewed publications. This capability saves clients the cost of building internal writing capabilities and ensures faster turnaround and regulatory-ready outputs that meet global submission requirements.

### Information Technology & Digital Solutions

SIRO Clinpharm supports sponsors with IT services spanning enterprise resource planning (ERP/SAP), application development, IT infrastructure management, cybersecurity, and data integration. The company deploys IT specialists through the FSP model, helping clients reduce technology costs, accelerate digital transformation, and maintain compliance with global data standards. This cross-functional synergy between IT and clinical research enhances overall project outcomes and ROI.

On the service front, SIRO Clinpharm distinguishes itself through its highly collaborative process. Clients appreciate the iterative engagement model, quick turnaround times, and the team's ability to navigate nuanced regulatory and scientific communication needs across all trial phases and therapeutic areas, including complex domains like vaccines and medical devices. Whether drafting a document from scratch or stepping in for rescue writing assignments, the company consistently provides clarity, compliance, and peace of mind.

Frost & Sullivan is impressed with SIRO Clinpharm for delivering measurable ROI and high-quality service across its core functional areas.

### Establishing a Global Brand with a Strong Culture of Sustainability and Engagement

SIRO Clinpharm is a trusted partner in global drug development and discovery, delivering a compelling blend of clinical research and FSP solutions to leading biotechnology, pharmaceutical, medical device, and academic institutions. With a strategic partnership mindset and its hallmark "One Data One Team" approach, the company cultivates a strong reputation for accelerating study timelines, enhancing data quality, and streamlining regulatory navigation.

The company's differentiated value also stems from a robust organizational culture that reinforces trust, consistency, and long-term engagement. SIRO Clinpharm's commitment to employee-centric development, evident through structured mentorship initiatives, cross-functional growth opportunities, and wellness-driven engagement platforms, fosters a passionate and empowered workforce, which in turn promotes the brand's external appeal. Programs such as SIRO CHAMP, designed to mentor young talent through real-time project exposure and top management visibility, fuel internal brand advocacy and elevate the company's image as an industry innovator. Collectively, these efforts position SIRO Clinpharm as a brand that clients and employees are proud to associate with, making it a benchmark for excellence and loyalty in the global CRO and FSP services space.



Further enhancing its brand equity is SIRO Clinpharm's dedication to sustainability. The company has earned a Silver Medal from EcoVadis. It ranks in the 82<sup>nd</sup> percentile globally for sustainable practices, an achievement that resonates deeply with pharmaceutical clients who prioritize environmental responsibility in vendor partnerships. As an active participant in the Science Based Targets initiative to reduce greenhouse gas emissions, SIRO Clinpharm elevates its environmental, ethical, procurement, and labor standards, demonstrating a deep emphasis on global best practices and responsible governance.

## Conclusion

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SIRO Clinpharm Private Limited's (SIRO Clinpharm) execution and innovation in the Functional Service Provider (FSP) space is commendable. The company demonstrates speed and scale in responding to industry needs by strategically evolving its FSP vertical and securing major clients within months of launch. Its hybrid delivery models, scalable Full-Time Equivalent-based structure, and ability to align operational efficiency with client autonomy demonstrate its role as a high-value, agile partner. SIRO Clinpharm ensures that clients benefit from flexibility and accountability in areas including internal functional oversight and seamless resource deployment. The company attributes its success to a people-first philosophy and strong brand equity. SIRO Clinpharm's sustainability commitments and high ethical standards support this approach. By extending its FSP model to cover clinical research and IT domains, including SAP, programming, and digital development, the company positions itself as a comprehensive partner supporting end-to-end digital and clinical transformation for global clients.

With its strong overall performance, SIRO Clinpharm earns Frost & Sullivan's 2025 Global Customer Value Leadership Recognition in the FSP solutions industry.