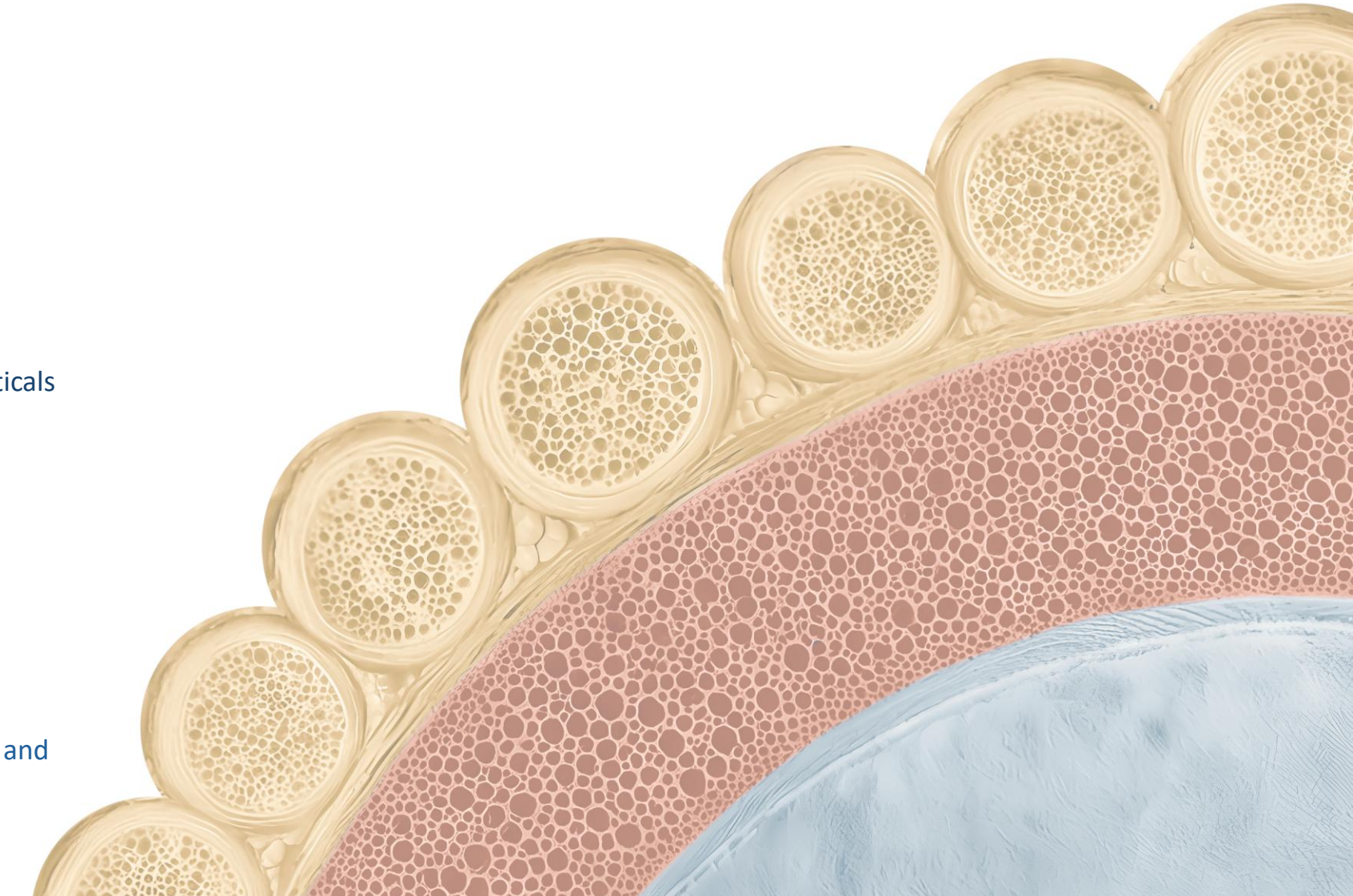
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Putting Science to Work

Synovate

Industry solution- Healthcare and pharmaceuticals

From function-led digitization to connected transformation across science, manufacturing and enterprise operations



A transformation built for the realities of a global CRDMO

Why the business context demanded an enterprise-wide response

01 Faster science

Accelerated discovery and development cycles

02 Trusted operations

Data integrity, traceability and controlled change

03 Customer velocity

Real-time visibility and seamless collaboration

04 Secure scale

Growth without proportional complexity or risk

Strategic response

Synovate connects Digital, Data, AI, Automation, Cybersecurity and Modern Infrastructure within one business-led operating model.

The result: faster scientific insight, more predictable operations, responsible AI adoption and stronger customer value.

SCIENCE | SCALE | TRUST

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18 months: from isolated digitisation to a connected enterprise

A deliberate shift in ambition, architecture and operating model

Function-led

Isolated initiatives

Connected foundations

Enterprise & Research Data Lakes

Scaled platforms

S/4HANA, automation, digital research

AI-ready enterprise

Governed AI across science, manufacturing and enterprise



Transformation scope

- Pharma Research
- Pharma Development
- Pharma Manufacturing
- Quality
- Supply chain
- Procurement
- HR
- Finance
- Customer operations

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Synovate turns opportunity into secure, measurable value

Five interconnected pillars create a repeatable transformation engine

1

Ideation

Business-led opportunity discovery

2

Art of Possible

Translate needs into feasible solutions

3

Capability Building

Building skills, adoption and new ways of working

4

AI Governance

Responsible oversight and model lifecycle

5

AI Security

Data, identity and operational safeguards

Architecture oversight • Business ownership • Reusable platforms • Value-realisation reviews

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One digital foundation, enterprise-wide reach

Transformation spans the scientific value chain and enabling functions



Connected science → manufacturing → enterprise operations

Discovery	ELN, LIMS, BioRails, Data Lake, Process automation, Analytics, Better decision making for faster time to clinic; Gen AI based report generation for better compliance
Manufacturing & Development	eBMR, IIoT, Predictive maintenance, Digital workflows, Compliance visibility
Enterprise Functions	S/4HANA, Data Lake, Process automation, Procurement, Workforce enablement
Trust foundation	SD-WAN • cybersecurity modernization • Zero Trust controls

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A structured AI strategy built around where value is created

AI for Science, AI for Manufacturing and AI for Enterprise



AI for Science

Knowledge discovery
Data-driven Research decisions
Scientific productivity

AI for Manufacturing

Predictive insights
Process visibility
Operational excellence

AI for Enterprise

Copilots & assistants
Process Automation
Decision support

INTERNAL DATA

GOVERNED MODELS

SECURE LIFECYCLE

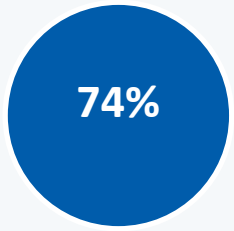
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Measured progress at enterprise scale

18-month scorecard across delivery, people and value

25+	Double digit INR Cr	5,000+	2,500+	27
initiatives delivered	business value	employees supported	scientists enabled	AI opportunities identified



Copilot workforce adoption



employees trained on AI tools



Agentic AI certifications



employees enabled on Claude CoWork

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Next 12–24 months: scale intelligence, not complexity

Reusable foundations allow innovation to expand without compromising trust

01 Scale GenAI

High-value Pharma research, manufacturing and enterprise workflows

02 Mature data foundations

Enterprise & Research Data Lakes, predictive analytics

03 Expand governed models

Databricks-based internal development and data sovereignty

04 Deepen automation

Digital workflows, assistants and copilots

05 Strengthen trust

AI Governance, AI Security, monitoring and resilience

06 Unlock value

AI-led pipeline and enterprise value realisation

Scale mechanism: shared data + reusable platforms + common governance + capability building + business ownership

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