

# Accelerating History: Pandemic-Driven Tech Opportunities

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## Key takeaways

- COVID-19 is catalyzing opportunities to provide products and services that can address the changing social and economic landscape. Specifically, we expect the pandemic to fuel investment opportunities in healthcare and the digitization of legacy services. This report offers an overview of key prospect areas and a market map of VC-backed startups exposed to these themes.
- Opportunities within healthcare consist primarily of technologies helping to build a strong pandemic response infrastructure. We identified 93 startups focused on testing, treatments, vaccines, laboratory and hospital tech, and public health.
- The digitization opportunity pertains to the pandemic-driven demand for digital products and services that support continuity initiatives during times of extreme economic and social disruption. We identify 104 startups exposed to these themes and segment them across enterprise productivity, childcare & education, food service & delivery, and health & wellness.

## New realities in a COVID-19 world

COVID-19 has presented a multitude of challenges that governments, international institutions, and the private sector are scrambling to solve. Efforts to minimize the virus's impact on human life have resulted in significant social and economic disruption; this has highlighted the need not only for a more sophisticated pandemic response infrastructure capable of mitigating health crises but also for continuity solutions that can help businesses, schools and the public maintain some level of normalcy amid social distancing and shelter-in-place initiatives. This is driving substantial public and private investment in technologies that address these needs. As economies slowly reopen, the reverberations of the crisis are likely to have long-lasting social, health, and economic impacts, and we expect investment in products and services exposed to these themes will endure.

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This note aims to examine the disruptions caused by COVID-19, both health and economic, and provides an overview of the privately backed companies positively exposed to emerging economic trends. The analysis looks at the disruption opportunity through two lenses:

**Pandemic response:** Companies directly contributing solutions to the health-related impacts of COVID-19. Segments include: testing, treatments, vaccines, and laboratory, hospital & public health tech.

**Digitization & automation:** Companies mitigating the economic externalities of the virus by providing new technologies to meet new enterprise and consumer demands. Segments include: enterprise productivity, childcare & education, food service & delivery, and health & wellness.

### Pandemic response—stopping COVID-19



Waging war against a coronavirus necessitates a multi-pronged approach. In Phase 1, countries are racing to ramp up testing capacity in an effort to track the virus's spread through communities. Phase 2 involves deploying effective treatments against the symptoms of the coronavirus, many of which have been centered around the respiratory complications the virus causes. Phase 3 aims to provide a vaccine. Concurrently, companies are also working to ensure that hospital organizations and biotechnology companies are properly resourced with the tools and technology needed to accomplish their work, such as AI-powered drug discovery platforms, disinfecting robots, and remote patient monitoring wearables.

This section details four key areas where companies are focusing their attention:

**Testing:** Diagnostic testing tackles the challenge of accurately diagnosing at scale those individuals who are currently or have previously been affected by COVID-19. Widespread testing is crucial in understanding where the virus has spread and helping governments to craft effective public health policy.

**Treatments:** Treatments, also referred to as therapies or drugs, aim to mitigate the symptoms brought on by the virus. Therapies cannot cure the underlying infection, but instead seek to delay the effects of the virus long enough for the patient's body to fight off the infection on its own. Effective therapies can, in short, drastically decrease the mortality rate of COVID-19.

**Vaccines:** Vaccines help the immune system to recognize pathogens before direct exposure to them, ideally preventing infection altogether and thus creating a form of immunity. A widely distributed vaccine is seen as the most surefire way to eliminate COVID-19 from continuing to be a health crisis.

**Laboratory, hospital & public health technology:** This segment contains companies that are providing technology to stakeholders in the discussed categories, as well as to hospital staff on the front lines. Tools such as disinfecting robots, 3D printed masks, and AI-powered drug discovery platforms are enabling the broader healthcare and biotech system to function under new constraints.

### Testing categories

**At-home testing:** Companies developing diagnostic tests designed to be self-administered and sent to a medical professional for review

**Rapid diagnostics:** Companies developing testing techniques or devices intended to rapidly speed up the time from test to result

**CRISPR diagnostics:** Companies developing diagnostic tests using new CRISPR technology

**Serologic tests:** Companies developing diagnostic tests to look for antibodies in patient blood samples. These types of tests are useful for knowing whether a patient was previously infected

### Testing

The COVID-19 “tip of the spear” response starts with effective testing that is both rapid and scalable. In achieving this outcome, companies are working on testing approaches that can be produced in abundance and can deliver results in minutes or at most hours, as opposed to the days it is currently taking many providers. [Sight Diagnostics](#) is partnering with Sheba Medical Center to deploy its compact blood analyzer device, which can provide accurate testing results within minutes using machine vision to digitize patient blood samples. In an attempt to tackle the problem of scalability, companies [Everlywell](#), [Carbon Health](#), and [Nurx](#) each developed an at-home self-testing kit for COVID-19 intended for widespread distribution. Just as these companies were rolling out these tests to patients, however, the FDA paused their release pending further study. Despite this hurdle, many are optimistic about approval, with some organizations such as the Bill & Melinda Gates foundation advocating for expansion in at-home testing.<sup>1</sup> As of this writing, [LabCorp](#) became the first company to receive FDA approval for at-home testing, with [Everlywell](#) receiving emergency use authorization to distribute its test a few weeks later. Lastly, companies such as [Mammoth Biosciences](#) and [Sherlock Biosciences](#) are attempting to use novel CRISPR diagnostics technology to rethink how we test in the first place. Their techniques offer advantages in that they need little equipment to run and are designed for point-of-care testing in urgent care facilities and emergency rooms.

[PitchBook Platform link: Testing - company venture data](#)

### Treatments

For individuals that have already been infected, effective treatments are critical to ensuring that the virus doesn’t overwhelm their immune system before they have a chance to fight back. Identifying promising drugs and therapies that can restrain the virus is unfortunately somewhat of a crapshoot, however, as it is often a matter of repeated trial and error. As a result, companies are employing a variety of approaches in the hopes that a scattershot strategy will at least yield one promising treatment. [Celularity](#), a biotech company designing therapies to treat autoimmune diseases, is partnering with [Sorrento Therapeutics](#) to develop a novel cell therapy using placenta cells. [Harbour Biomed](#) is partnering with [Mount Sinai Health System](#) to jointly develop biotherapies for COVID-19, aiming to prophylactically protect healthcare workers at high risk of exposure. Given that most patients in severe condition experience respiratory failure, [Airway Therapeutics](#) is using their expertise in biologics to try and reduce inflammation in the lungs. These are but a few examples that represent the variety of angles companies are pursuing to find a compelling treatment.

[PitchBook Platform link: Treatment - company venture data](#)

1: “What It Will Take to Make Self-Administered COVID-19 Testing Possible,” Bill & Melinda Gates Foundation, April 16, 2020

### Vaccines

As with treatments, no one can say with certainty which approach to vaccine development will be fruitful, resulting in dozens of companies actively working on possible candidates. Should a promising one emerge, billions must be spent to build out the manufacturing pipeline. Bill Gates has already pledged to do so. Unlike treatments, however, the path to a vaccine is more narrow and requires a longer time horizon due to an intensive human trial period. Some companies, such as [Codagenix](#), in partnership with the Serum Institute of India, are pursuing the proven method of using a weakened form of the virus. Even here, [Codagenix](#) brings innovation in using algorithms to optimize the viral genes such that the immunity response should be improved. Yet other companies are taking completely novel approaches to vaccine development. [Moderna Therapeutics](#) made headlines recently as the first company to enter human trials for its vaccine, a mere 63 days after the virus genome was sequenced. Both [Moderna](#) and [CureVac](#), a biopharma company, received funding from CEPI (Coalition for Epidemic Preparedness) to explore using RNA for vaccine development. The technique, if successful, would enable a limited batch of vaccines to be available as early as this fall. However, the science is still theoretical, and no such approach has ever been deployed. If it happens with COVID-19, it would be a world-changing first.

[PitchBook Platform link: Vaccines - company venture data](#)

#### *Laboratory, hospital & public health technology categories*

**Hospital management & equipment:** Companies developing and using technology to improve typical hospital workflows, as well as ensuring staff are properly equipped

**Drug discovery & lab tech:** Companies developing technology to expedite the discovery of new drugs and vaccines, as well as improve laboratory processes

**Telemedicine:** Companies developing technology to treat patients virtually via videoconferencing and app-based solutions

**Disease tracking & public health:** Companies developing ways to better monitor public health and the spread of infectious disease.

### *Laboratory, hospital & public health technology*

Whether it be biotech experts tackling coronavirus in the lab, or healthcare workers meeting it at the front lines, a patchwork group of companies are all chipping in to deliver the equipment and technology these teams need to do their job safely and effectively. [UiPath](#) is leveraging its robotic process automation software to help distribute test results from a hospital's online lab to patients within minutes. [EarlySense](#), whose specialty is continuous remote monitoring solutions, announced the use of its product to protect staff while monitoring isolated patients. [Blue Ocean Robotics](#), through its subsidiary UVD Robots, has developed an autonomous robot which is able to navigate through hospitals while using UV radiation to disinfect surfaces. Back in the lab, [BenevolentAI](#) is using its AI-powered drug discovery platform to narrow down the search for a drug compound that can be used in treatments. These companies represent just a few of the ways private sector innovation is contributing to the healthcare response and showcase the array of nascent technologies suddenly playing a larger role during the pandemic.

[PitchBook Platform link: Laboratory, hospital & public health technology - company venture data](#)

*For a more granular, in-depth analysis, check out our note on [Startups Helping to Build a Pandemic Preparedness and Response Infrastructure](#).*

*For additional insight into the current state of healthtech, and further COVID-19 implications, check out [Q1 2020 Emerging Tech Research: Health & Wellness Tech: Retail](#).*

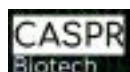
## Emerging technologies being deployed during the pandemic

Phase 1:  
Testing

## CRISPR diagnostics

CRISPR diagnostics refers to use of the gene editing tool, CRISPR, for diagnostic purposes. The underlying science relies on CRISPR's ability to isolate snippets of genetic material that it has been programmed to find. In theory, this technology could produce diagnostic results more quickly and cheaply and would require fewer trained professionals to administer the tests.

## Key companies

Phase 2:  
Treatments

## Drug discovery platforms

By leveraging AI, drug discovery platforms are able to sift through millions of different chemical compounds and isolate the most promising candidates at a fraction of the time it would traditionally take human researchers. Though there has yet to be a drug put to market that has been created using AI, proponents hope that upcoming advances in the technology will decrease drug development times and enable pharmaceutical companies to develop drugs in previously unprofitable areas.

## Key companies



BAI

Phase 3:  
Vaccines

## mRNA vaccines

An RNA vaccine or mRNA vaccine is a novel type of vaccine for providing acquired immunity through an RNA containing vector, such as lipid nanoparticles. Just like normal vaccines, RNA vaccines are intended to induce the production of antibodies which will bind to potential pathogens. This novel type of vaccine has never before been deployed.

## Key companies

Hospital  
management

## Disinfection robots

Disinfection robots use ultraviolet light attached to programmed or autonomous robots in order to destroy pathogens in hospital environments. High intensity UV light can destroy harmful pathogens and superbugs, thereby making healthcare environments safer and improving quality of care for hospitals.

## Key companies



# Pandemic response market map

## Treatments



## Telemedicine



## Vaccines



## Testing



### Serological tests



### Rapid diagnostics



### CRISPR



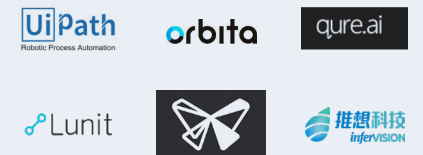
## Laboratory, hospital & public health tech



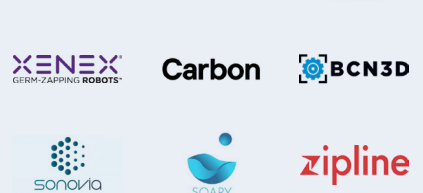
### Drug discovery & lab tech



### Hospital management & equipment



### EarlySense



### Disease tracking & public health



## At-home testing





## Digitization & automation—adapt or perish

As government authorities, encouraged by public health officials, demonstrate an abundance of caution by shutting down most public spaces, businesses have unexpectedly had to turn on a dime and embrace new technologies in order to stay operational. Tragically, this option isn't afforded to those industries that necessarily rely on direct interactions between people such as airlines, hospitality, and events to name a few. Those that are able to pivot, however, find themselves re-examining and adopting two technological themes from the pre-pandemic world: digitization and automation. Digitization as used here refers to the use of digital technologies to change a business model and/or provide new revenue and value-producing opportunities, while automation refers to the use of technology to perform a process with minimal human assistance.

The benefits of digitization & automation were recognized well before the pandemic became a reality, but in the last few weeks and months, these themes have transitioned from luxuries to necessities. The accompanying market maps, and the segments therein, have been chosen as especially emblematic in embracing these themes:

**Enterprise productivity:** Companies in this segment aim to improve business efficiency and the “future of work” given the constraints of social distancing policies as well as culture shifts toward distributed work.

**Childcare & education:** Companies in this segment are supporting parents through daycare assistance and students through education technology.

**Health & wellness:** Companies in this segment are providing health & wellness solutions for individuals trying to maintain their general wellbeing while socially distanced.

**Food service & delivery:** Companies in this segment are supporting the food service ecosystem through various food delivery models and the adoption of new technologies.

### *Enterprise productivity categories*

**Future of work:** Companies deploying solutions to enable remote work, distributed teams, and easier digital interactions across enterprises

**Automation:** Companies developing technology to help automate factory and logistics tasks with the purpose of reducing human points of failure

### *Enterprise productivity*

#### Key takeaways

**Demand for digital productivity solutions has skyrocketed.** Microsoft Teams passed 75 daily active million users. Zoom's stock price has risen 200% since the beginning of the year, and the company added more users in first few months of 2020 than all of 2019. In April, Google G Suite reached 6 million paying customers.

**The ability to work remotely is more viable than ever.** Broadband speeds and access have increased steadily over the past decade, with further improvements via 5G on the immediate horizon. Globally, mobile download speeds increased by 21.4% between July 2018 and July 2019, with fixed

broadband seeing an even more impressive 37.4% speed increase.<sup>2</sup> In the US, average internet speeds now top 132 Mbps.<sup>3</sup>

**Automation in logistics and manufacturing capabilities will help reduce shocks to the supply chain ecosystem.** Industrial robot costs are expected to drop by 50%-60% by 2025, incentivizing factories and warehouses to speed up adoption of automated solutions.<sup>4</sup> Bain & Company estimates the number of companies scaling up automation technologies will double in the next two years.<sup>5</sup> 2019 saw a record 557 deals with \$5.3 billion invested in advanced manufacturing.

#### Key companies to watch

- Virtual collaboration software such as that provided by [Asana](#), [Klaxoon](#), and [Notion](#) is particularly in vogue as companies attempt to simultaneously keep track of deadlines and stakeholders.
- As event organizers rethink about how to organize future events virtually, [Run the World](#) recently received a \$10.8 million round from Andreessen Horowitz to do just that.
- [Vicarious](#) and [Soft Robotics](#) are examples of companies that design autonomous robotics for the purpose of replicating simple tasks typically done by a human.
- In the retail space, [Simbe](#) is deploying its robot Tally to more supermarkets, as it can autonomously scan shelves and inform the need for restocking so employees don't have to risk exposure.
- [Takeoff](#), an automated grocery fulfillment solution, has seen a double-digit increase in orders since the outbreak of the virus.

[PitchBook Platform link: Enterprise productivity - company venture data](#)

*For deeper insight into how supply chain tech is adapting to the challenges of COVID-19, check out the note [Pandemic-Induced Supply Chain Disruption Urges New Tech Solutions](#).*

*For more detail on the tools enterprises are using to pursue digital strategies see our [Q4 2019 Emerging Tech Research: CloudTech: DevOps](#) report.*

*For a greater understanding of how fully distributed work could be the next megatrend to dramatically reshape the economy, check out the note [The Great Unlocationing](#).*

#### *Childcare & education*

#### Key takeaways

**There is growing political momentum to expand childcare benefits to parents.** Numerous studies have highlighted billions of dollars in lost income and tax

#### **Childcare & education categories**

**Childcare:** Companies in this category are providing care to children of essential workers, as well as supplementing childcare efforts of at-home parents with digital activities

**Education:** Companies in this category are guiding schools and teachers through the transition to remote teaching, as well as making a wide complement of online educational content available to teachers and students

2: "In-Depth Analysis of Changes in World Internet Performance Using the Speedtest Global Index," Speedtest, Isla McKetta, September 4, 2019

3: "Speedtest Global Index, United States, April 2020," Speedtest, accessed June 8, 2020

4: "Industrial Robot Cost Declines Should Trigger Tipping Points in Demand," Ark Invest, Sam Korus, April 17, 2019

5: "Intelligent Automation: Getting Employees to Embrace the Bots," Bain & Company, Michael Heric, Purna Doddapaneni, Sabine Atieh, and Mark Soppe, April 8, 2020



revenue from diminished productivity due to inadequate childcare solutions for parents. These benefits, if expanded, would be money flowing directly to childcare providers and entrepreneurs, given 90% of childcare in the US is privately run, according to Rhian Evans Allvin, the Executive Director of NAEYC.

**Coronavirus-related anxiety will affect how childcare is provided.** Businesses should expect more demanding hygiene and safety standards from parents. Childcare marketplace and connection platforms may be uniquely positioned to provide this level of insight. In the near to medium term, these businesses must hope that social distancing measures recede and that parents re-enroll their children as the economy normalizes.

**Schools have practiced an abundance of caution as they prepare to start in the fall.** At time of writing, UNESCO has estimated that 64.4% of students worldwide, or 1.27 billion learners, have been affected by school closures.<sup>6</sup>

**Edtech has a long runway of opportunity, as schools have historically underspent on technology.** The education sector has historically been slow to digitize, where less than 3% of global education expenditure is estimated to be spent on technology.<sup>7</sup>

**Edtech investors should caution portfolio companies not to overplay their hand.** Though schools are greatly in need of digital solutions, there has already been push back to perceived predatory opportunism on the part of edtech companies trying to use the moment to advocate for their products. Rather, companies should be focusing on the needs of existing clients first, as the success of education services is highly dependent on customer service and word-of-mouth referral. Moreover, by offering free services and demonstrating value now, edtech companies benefit the whole ecosystem by further swaying school administrators toward embracing these solutions in the future. When students and teachers return to the classroom, schools will continue to look for technologies to enhance the education experience, and they're likely to remember fondly those companies that were there for them when times were tough.

#### Key companies to watch

- **NeighborSchools**, a company that typically connects parents with home daycares and preschools, found themselves in trouble when Massachusetts ordered all daycare facilities to close. They decided to put together resources for parents that included both virtual and screen-free at-home activities that parents could use.
- **Helpr**, a service that provides working parents with care on short-term notice, recently launched its own series of online music lessons and tutoring for families through its platform. And similarly, **Lingumi**, which helps toddlers learn critical skills for mental development, launched daily free activity packs and videos to support families with their childcare burden.

6: "Education: From Disruption to Recovery," UNESCO, accessed June 5, 2020

7: "10 Charts That Explain the Global Education Technology Market," Holon IQ, January 30, 2019

**Food service & delivery categories**

**Ghost kitchens:** Companies enabling restaurants to outsource all aspects of food delivery to centralized locations, where delivery services can be scaled across numerous restaurant brands

**Meal kits:** Companies providing pre-portioned and partially prepared food ingredients and recipes to prepare homecooked meals

**Restaurant delivery:** Companies operating food delivery apps to facilitate food transactions between restaurants and consumers

**Grocery delivery:** Companies operating grocery delivery apps to facilitate transactions between grocery stores and consumers

**Cashierless checkout:** Companies using computer vision and sensors to allow for consumers to shop without interacting with a cashier. Referred to as a “touchless technology”

**Kitchen robotics & automation:** Companies automating various aspects of food service by using robotics to prepare and serve food

**Last-mile delivery:** Companies using both ground and air-based drones for the purpose of facilitating last-mile delivery in urban or confined areas

- For parents deemed essential workers, there are also options. Winnie, a platform for finding verified childcare providers, created a portal for parents to find emergency childcare. [WeeCare](#) provides care and discounts to essential workers with children; it also institutes daily temperature monitoring to prevent the spread of the disease.
- [OutSchool](#), a startup that has a marketplace of online classes for K-12 learners, is offering free virtual trainings to teachers to help make their video conferencing more effective.
- [Century Tech](#), a learning platform that uses AI to personalize learning experiences, offered its English, math, and science resources for free to schools.
- [Labster](#), which gives students access to digitally created lab environments, created a \$5 million relief fund with money distributed to multiple schools in the form of credits that can be used on its platform.

PitchBook Platform link: [Childcare & education - company venture data](#)

**Food service & delivery****Key takeaways**

**Delivery companies are acting as lifeblood for many restaurants attempting to stay afloat.** According to The National Restaurant Association, 40% of restaurants have completely shuttered their doors, with many unlikely to reopen after the crisis.<sup>8</sup> Despite their central position, food delivery apps are receiving pushback from vendors and cities, some of whom have placed commission caps on their business.

**Grocery delivery has surged as consumer stay home and eat out less.** [Instacart](#) alone is in the midst of hiring up to 550,000 workers as demand for online delivery soars.

**Social distancing and human separation has ushered in nascent technologies.** Cashierless checkout, kitchen robotics and automation, ghost kitchens, and last-mile delivery all enable people to access their preferred food options while reducing dependence on face-to-face interactions.

**Key companies to watch**

- [Instacart](#), [Hungryroot](#), and [FreshDirect](#) are just some of the companies looking to service the increased demand in the grocery delivery space.
- If the pandemic does serve as a permanent positive catalyst to consumer engagement with food delivery, virtual restaurants may flock to ghost kitchen providers such as [CloudKitchens](#), [Reef Technologies](#), and [Kitchen United](#) to help scale operations.

8: Letter to Nancy Pelosi, Mitch McConnell, Kevin McCarthy, and Chuck Shumer, National Restaurant Association, April 20, 2020

- Meal kits, which had experienced fickleness in consumer loyalty, are again experiencing a positive moment. Companies such as [Sun Basket](#), [Gousto](#), and [Gobble](#) will surely use this time to improve their marketing and service in order to form a tighter bond with their users.
- Food service robots, as with factory ones, can be automated to complete a particular process to exact specifications. This could work quite well in the fast food space where consumers take comfort in the consistency of their favorite orders. Companies such as [Bear Robotics](#) and [Miso Robotics](#) could see higher demand for their solutions.
- Cashierless checkout is already being pioneered by [Amazon](#) through its Amazon Go stores. It enables grocery shoppers to never have to interact with anyone in completing their weekly shopping trip. Other companies working on this technology will see increased attention, and they include [Standard Cognition](#), [BingoBox](#), and [Grabango](#).
- Last-mile delivery companies such as [Nuro](#), [Starship](#), and [Neolix Technologies](#) enable consumers to have a “no contact” experience when receiving their food.

[PitchBook Platform link: Food service & delivery - company venture data](#)

*To better understand the prospects of food delivery during and after the pandemic, check out our note on [The Burgeoning Ghost Kitchen Industry](#).*

*For a complete deep dive into everything foodtech, check out our [Q1 2020 Emerging Tech Research: FoodTech](#) report.*

## Health & wellness

### Key takeaways

**Changing laws and regulations around telemedicine have set the stage for increased access and use.** According to analysts at Forrester Research, virtual healthcare interactions are on pace to top 1 billion by the end of 2020.<sup>9</sup> Though some of these interactions will likely be COVID-19-related, many telehealth interactions will be for unrelated medical concerns and come about as people seek to avoid emergency rooms and clinical environments.

**Fears about the health effects of COVID-19, compounded with anxiety about job loss and social distancing isolation, is leading to an uptick in the need for mental health counseling.** The American Psychiatric Association released the results of a recent survey showing 36% of respondents “say coronavirus is having a serious impact on their mental health.”<sup>10</sup>

**Prescription delivery is quickly gaining in popularity for much the same reason as grocery delivery as individuals look to avoid potentially risky areas of infection such as pharmacies.** According to Suntrust Robinson

### Health & wellness categories

**Telehealth:** Companies connecting medical providers to patients virtually for the purpose of remote consult and treatment

**Mental health:** Companies connecting mental health providers with patients virtually

**Prescription delivery:** Companies in this category enable patients to order their prescriptions online and then have them delivered to their door

**Digital fitness:** Companies offering fitness classes and routines online via apps, videos, and podcasts

9: “US Virtual Care Visits to Soar to More Than 1 Billion,” Forrester, April 10, 2020

10: “New Poll: COVID-19 Impacting Mental Well-Being: Americans Feeling Anxious, Especially for Loved Ones; Older Adults are Less Anxious,” American Psychiatric Association, March 25, 2020

Humphrey analyst Gregg Gilbert, the market for mail-order prescriptions grew 21% in the last week of March from the 2019 and now holds 5.8% of prescription drug market; this is the highest share they have held in at least two years. Moreover, [CVS](#) and [UPS](#) are experimenting with drones to help deliver medications to a Florida retirement community, demonstrating an increased willingness to use technology for delivery.

**Brick-and-mortar fitness businesses have been hammered by the closures, leading consumers to explore digital fitness alternatives across devices and apps.** Spending on at-home and digital fitness services and devices is expected to increase 30%-35% relative to pre-COVID-19 levels, with about 30% of consumers expected to continue to spend above their pre-outbreak levels.<sup>11</sup>

#### Key companies to watch

- Telehealth providers [KRY](#) and [Zipnosis](#) have both experienced significant increases in downloads and requests for their services. Though not all medical issues can be resolved via telemedicine, it's a great example of how digitizing a service can make it far more scalable and accessible to a wider population, especially in times of crisis.
- Companies such as [CVS](#) had previously offered prescription delivery through in-house apps and are boosting hiring to meet demand, while [Walgreens](#) and [Costco](#) are partnering with [Postmates](#) and Instacart respectively. Additionally, services such as [Capsule](#) and [NowRx](#) are seeing increased usage. Unlike grocery shopping, which many consumers enjoy doing themselves, prescription delivery could see gains in utilization post-pandemic if consumers see real gains in convenience.
- Companies such as [Kara Connect](#), which connects patients to therapists online, and [Headspace](#), a mindfulness app, have seen increases in usage during the pandemic. Many of these companies also sell directly to enterprise clients who are looking to expand health benefits to their employees by offering mental health support, such as [Unmind](#), a workplace mental health platform.
- While it's typically harder to stay fit when confined inside most of the day, fitness had already been experiencing its own digitization moment recently, capped off with the IPO and popularity of [Peloton](#). Other companies offering connected fitness devices companies include [Hydrow](#), which offers a connected erg machine, and [Mirror](#), which uses an augmented reality mirror so customers can directly see how to improve their form. There are also dozens of fitness apps such as [Aaptiv](#) and [Fitplan](#) that have substantial backing and offer classes and fitness objectives for individuals to track.

PitchBook Platform link: [Health & wellness - company venture data](#)

*For more on how the fitness space is changing due to stay-at-home orders and gym closures, check out our note on [The Effects of COVID-19 on Fitness and Mental Health Technology](#).*

*For a complete deep dive into everything health & wellness tech, check out our [Q1 2020 Emerging Tech Research: Health & Wellness Tech: Retail](#).*

11: COVID-19 in the US: Consumer Insights for Businesses, Edition 2, Part 2, L.E.K, Manny Picciola, Maria Steingoltz, Lauren DeVestern, and Chris D'Angelo, April 13, 2020

# Digitization & automation market map

