

Ro — TIV Report (Oct 2025)

Date: October 3, 2025

Section Scores

Part 1	Part 2	Part 3	Total	%	Band
65	60	40	165	36.7%	Laggard

Executive Summary

Ro is a Laggard. Strong consumer brand and digital pharmacy infra, but weak evidence for CDP/analytics/infra. Limited hiring stability and no CAIO.

Strengths

- Vertical integration
- HIPAA/GDPR compliance
- Patient portals

Weaknesses

- No CDO/CAIO
- Layoffs
- Weak infra transparency

Part 1 — Business & Strategy (150)

Line Item	Points (awarded/max)	Evidence
1.1 C-Suite & Board	20 / 40	CTO present; no CDO/CIO
1.2 AI Leadership	0 / 10	No CAIO
1.3 Strategy & Financial	20 / 20	Digital pharmacy vertical integration
1.4 Hiring & Talent	10 / 40	Some in-house builds; layoffs
1.5 Team Stability	0 / 10	Layoffs
1.6 Culture/Training	5 / 20	Basic L&D; mixed sentiment
1.7 Eng Culture	10 / 10	Product/eng announcements

Part 2 — Applications & Data (150)

Line Item	Points (awarded/max)	Evidence
2.1 Web/App Tech	10 / 20	iOS/Android apps; portals
2.2 Customer Data & Analytics	20 / 40	Personalization evident; no CDP
2.3 Governance & Privacy	15 / 20	HIPAA/GDPR policies
2.4 Architecture & Automation	5 / 30	Basic APIs
2.5 Engagement & Marketing	10 / 40	Some personalization

Part 3 — Infrastructure (150)

Line Item	Points (awarded/max)	Evidence
3.1 Cloud Strategy	0 / 25	No disclosure
3.2 AI Cloud Partnerships	0 / 15	None named
3.3 Data & Platform Strategy	0 / 25	No named stack
3.4 AI/ML Ops	0 / 20	No registry evidence
3.5 Compute & Infra	10 / 25	Scale implied
3.6 CI/CD & Delivery	5 / 20	Some cadence implied
3.7 Security & Trust	10 / 20	HIPAA/privacy evidence

Gate & Penalty Rationale

Gate not met; final classification Laggard.

Conclusion

Final classification: Laggard. Total 165/450 (36.7%).

Sources

- Ro site
- HIPAA/GDPR policy
- Press coverage