

January 31, 2020

PRODUCT COMPARISON

SUMMARY

2020

HealthShare Health Connect
Infor Cloverleaf Integration Suite

Promotional Use

KLAS Performance Report

The insights contained in this report are a compilation of data gathered from interviews with healthcare providers and represents a snapshot in time of information in the KLAS database. The data represents opinions of providers and does not represent the opinion of KLAS. The information is intended solely as a catalyst for a more meaningful and effective investigation of healthcare technology on an organization's part and is not intended nor should it be used to replace an organization's due diligence.

This promotional use report allows vendors to share product performance ratings with healthcare providers. It allows the individual generating the report to share product comparisons of their choosing. KLAS recommends that providers visit KLASresearch.com to access current research or to see the rest of the market segment by creating an account. Contact KLAS via email at info@KLASresearch.com for assistance with any questions you or your organization may have regarding this report, market segment, or KLAS in general.

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Who We Are.

KLAS is a research firm on a global mission to improve healthcare delivery by enabling providers to be heard. By working with thousands of healthcare executives and clinicians, KLAS gathers data on software, services and medical equipment to deliver timely reports, trending data, and statistical overviews about the healthcare industry. The research directly represents the provider voice and acts as a catalyst for improving vendor performance. Founded in 1996, KLAS has been providing transparency to the healthcare industry for over 20 years.

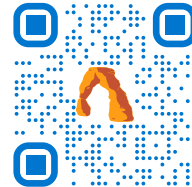
What We Do.

KLAS utilizes two methods to collect performance data. The first is a series of direct product/vendor evaluations completed by healthcare provider organizations. Second, KLAS performs in-depth, confidential interviews with healthcare providers and payers to gather valuable insight into specific strengths, weaknesses and future expectations for each product. From these two sources, readers may gain valuable insights into how a vendor or product is performing.

KLAS Konfidence

- ✔✔✔ Lowest possibility in variability of score
- ✔✔ Medium possibility in variability of score
- ✔ Highest possibility in variability of score (minimum required to publish a ranking)
- ⊘ Limited data, typically early trending data

KLAS is on a mission to improve healthcare. We share our insights and data with healthcare professionals at no cost. Learn more at: <https://KLASresearch.com>



Overall Score

Average for Integration Engines **91.3**



HealthShare Health Connect



Cloverleaf Integration Suite

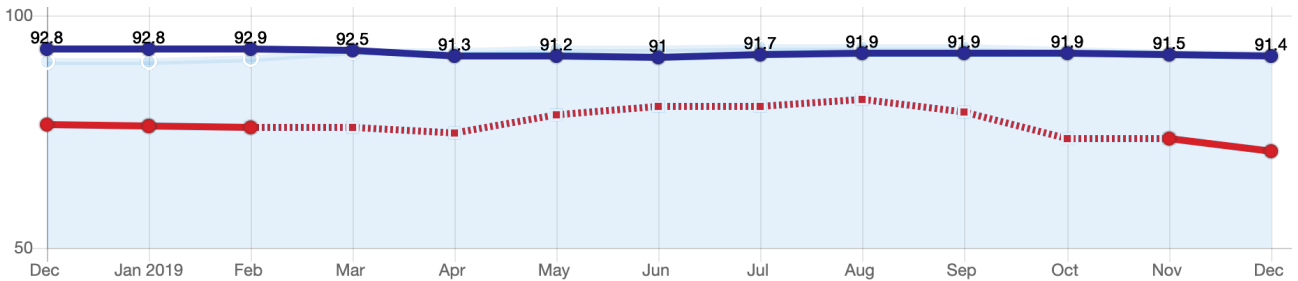


Software Average for KLAS Rated Products **81**

Overall Score Trending (1 Year)

● Infor ● InterSystems ● Seg. Avg

■ Limited Data



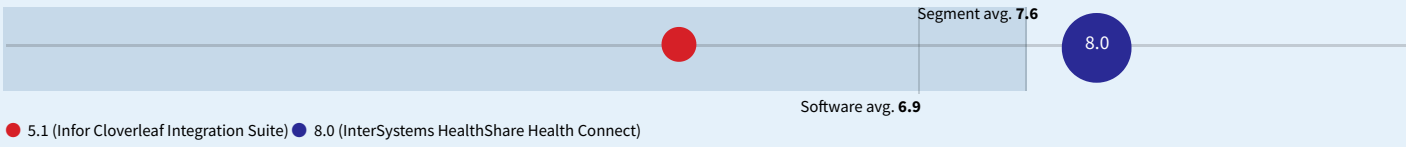
2019



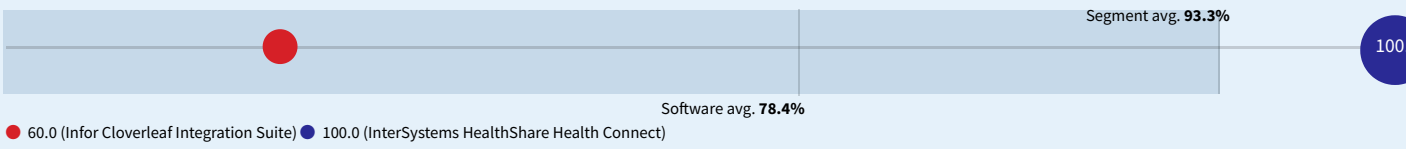
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Infor	76.5	76.2	75.9	75.9	74.6	78.7	80.5	80.5	82.0	79.2	73.6	73.5	70.7
InterSystems	92.8	92.8	92.9	92.5	91.3	91.2	91.0	91.7	91.9	91.9	91.9	91.5	91.4
Seg. Avg	90.1	90.2	90.7	92.2	92.2	92.8	92.9	93.0	93.1	93.1	92.4	91.8	91.5



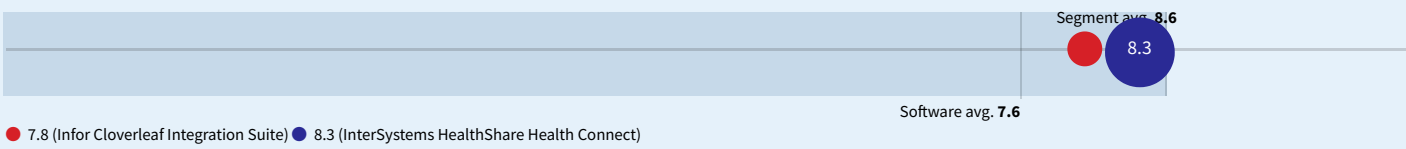
Proactive service (1-9)



Keeps ALL promises (Yes|No)

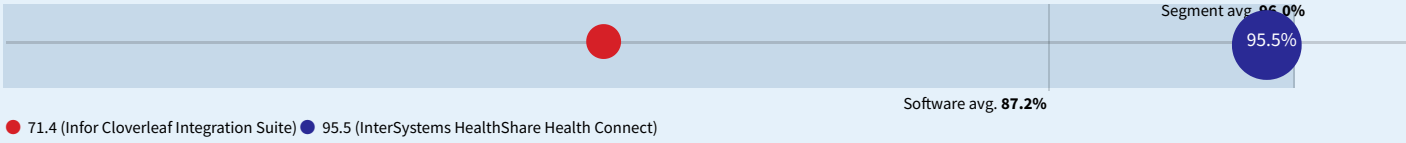


Product works as promoted (1-9)

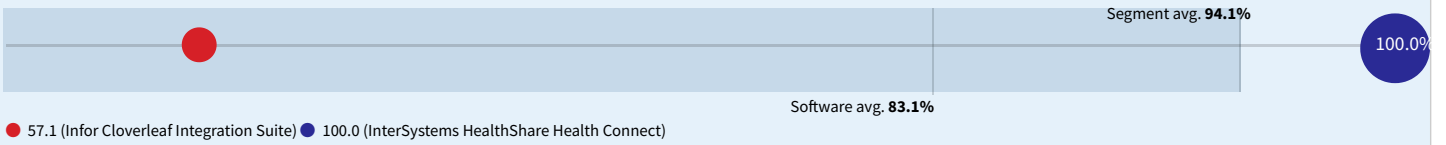




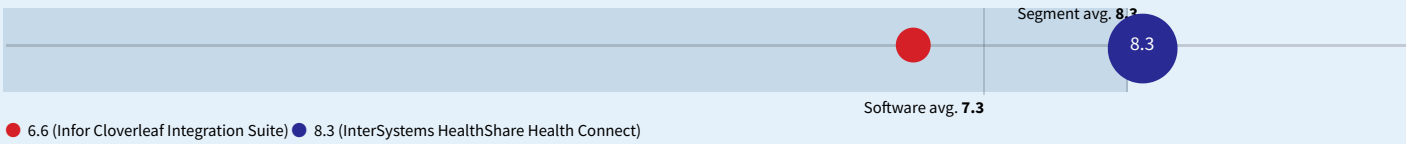
Part of long-term plans (Yes|No)



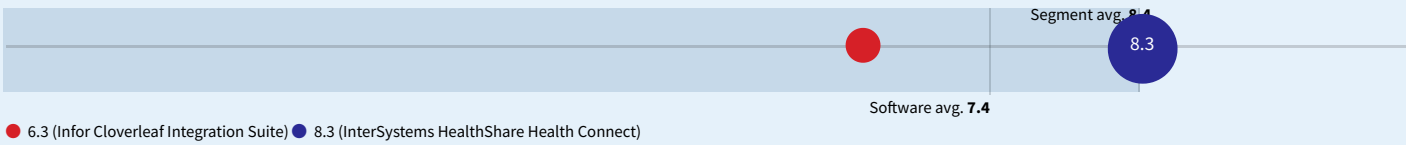
Would you buy again (Yes|No)



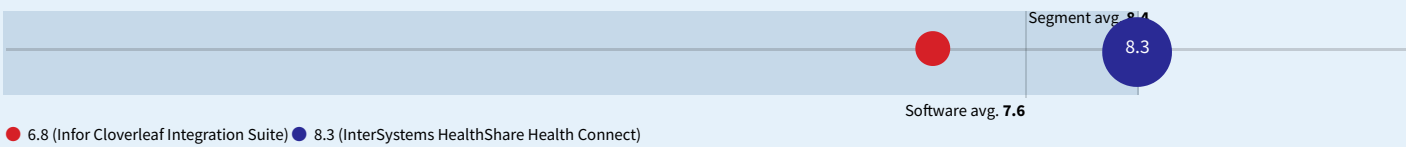
Overall satisfaction (1-9)



Likely to recommend (1-9)

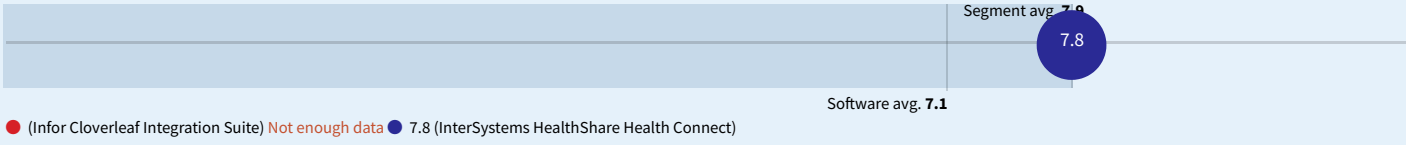


Forecasted overall satisfaction (1-9)

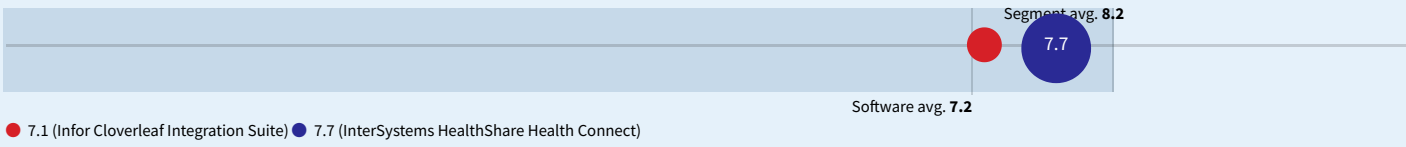




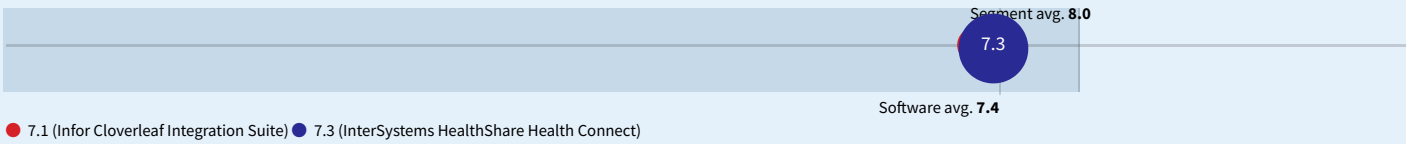
Quality of training (1-9)



Quality of implementation (1-9)



Ease of use (1-9)

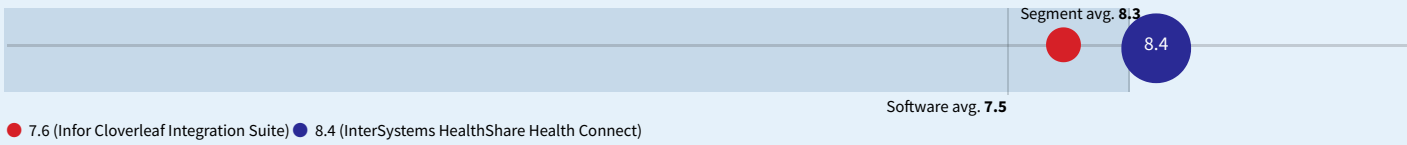




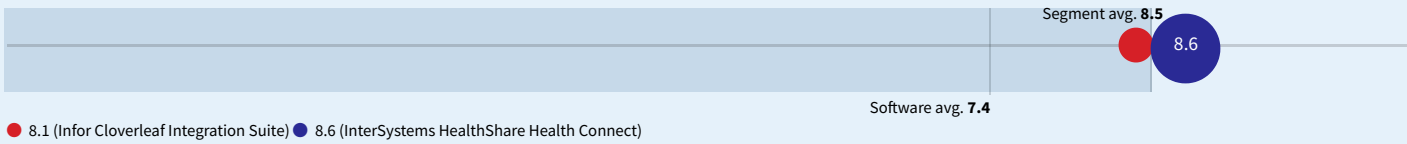
Delivery of new technology (1-9)



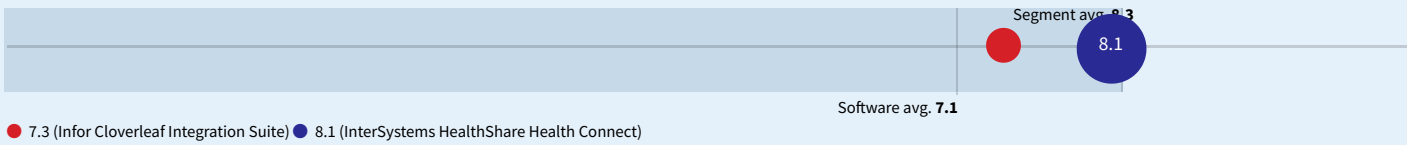
Overall product quality (1-9)



Supports integration goals (1-9)



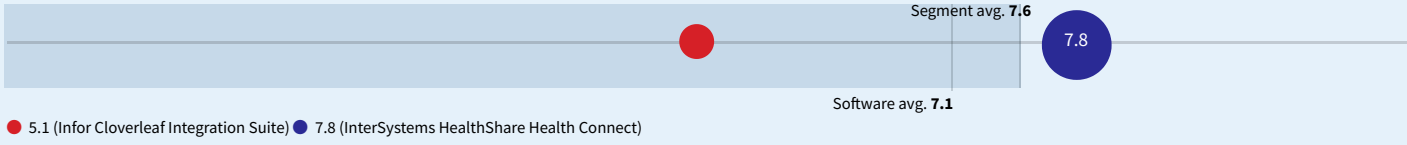
Product has needed functionality (1-9)



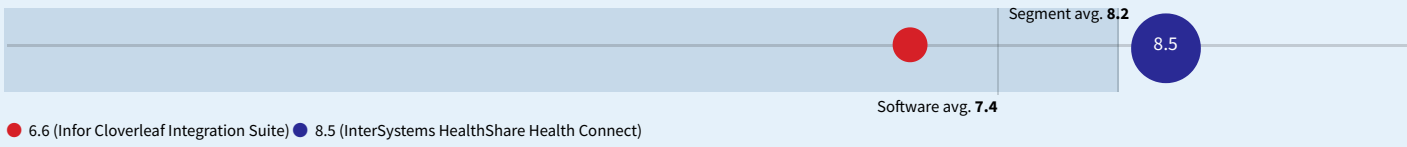
Relationship



Vendor executive involvement (1-9)

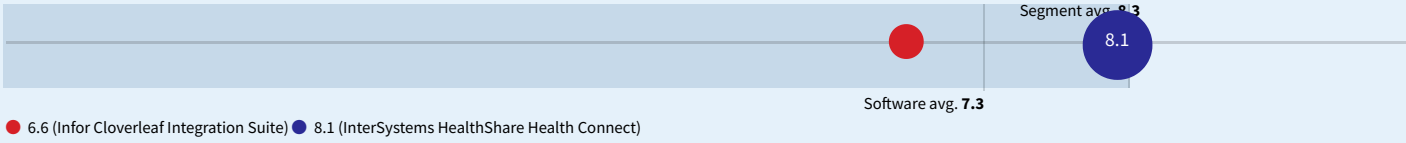


Quality of support (1-9)

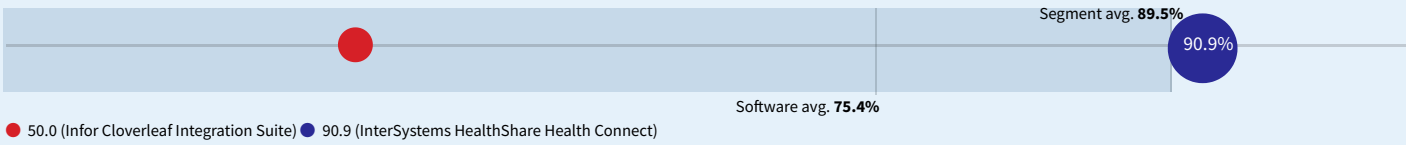




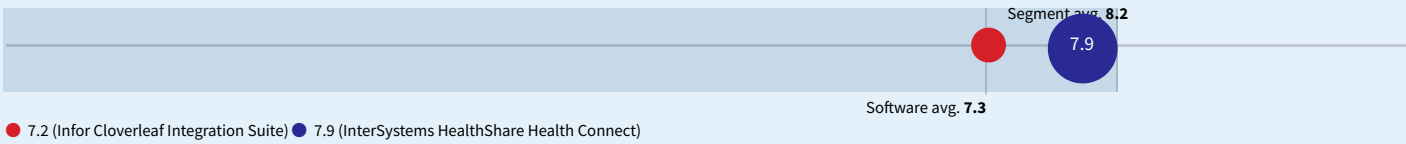
Money's worth (1-9)



Avoids charging for every little thing (Yes|No)



Drives Tangible Outcomes (1-9)



Comments

InterSystems HealthShare Health Connect

65 %

15 %

20 %

KLAS has accepted the mission of improving the world's healthcare by increasing transparency among HIT vendors. By shining a light on vendors, KLAS has placed themselves in a delicate position between vendors and providers. KLAS bridges the gap between the providers and vendors of the healthcare world in a delicate manner. The providers who give us feedback rely on us to accurately present their voice to vendors. They also trust that the data we publish for them is honest, accurate, and impartial. As such, all of our insights undergo multiple data quality checks. The information in this report is KLAS certified as accurate, honest and impartial.

