

TechSector*Views*

# InterSystems: The single data layer to enable AI innovation

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UK SITS supplier **InterSystems** is at a pivotal moment in its evolution, as the company seeks to reposition itself as a definitive single data layer for enterprise AI. Building on its deep heritage as a

mission-critical data platform and healthcare technology solutions provider, the firm unveiled an ambitious transformation strategy at its analyst summit, centred on embedding AI at the core of its product strategy.

The company is making substantive investments across its platforms, partner ecosystem, and vertical capabilities as it looks to broaden its reach beyond its healthcare stronghold. This renewed focus builds on strong momentum over the past year, with cloud revenue growing 36% year-on-year and positive progress in establishing a new partner centric model.

## Why read this report?

### 1. Gain insight into InterSystems unified data platform proposition

InterSystems is positioning around a single data layer as the foundation for enterprise AI, addressing the fragmented data estates that plague organisations' AI initiatives. This report examines how their approach to unified data management stands out amidst customer challenges of siloed data, integrating third-party data and multiple security layers. Based on strategic analysis from the firm's analyst summit, gain insight into how this impacts the competitive landscape for data platform providers.

### 2. Understand how InterSystems can fit into your partner strategy

InterSystems is transforming its go-to-market model to one that is increasingly partner-centric, with multiple tier-1 integrators now active resellers. This report reveals how the company is re-positioning itself, adding AI-led intelligence atop existing enterprise software such as SAP and Kinaxis, and competing with other data platforms. Determine where your organisation sits in relation to InterSystems' partner ecosystem and whether their industry-specific focus, particularly in healthcare and supply chain, presents partnership opportunities.

### 3. Explore healthcare AI innovation in production

AI implementations in healthcare face a critical challenge: 30% of GenAI projects are abandoned and only 50% reach production within eight months, primarily due to governance, compliance, and data integration complexities. This report examines how InterSystems, a leading UK supplier to the healthcare market, is addressing these barriers through integrated data approaches, including utilising innovative technologies such as ambient listening to transcribe clinical conversations, generate documentation, and suggest diagnoses for clinician approval.

## AI at the core

AI is at the core of InterSystems transformation, with AI features and tools being embedded into all its products. The business sees the rising demand for AI solutions as a great opportunity, not to be an owner of LLMs but to provide that clean and trusted data that can feed AI models, securely and reliably. The founder (and still owner) of InterSystems, Terry Ragon, has an ethos that as a business you must continuously reinvent yourself, something the firm is taking to heart.

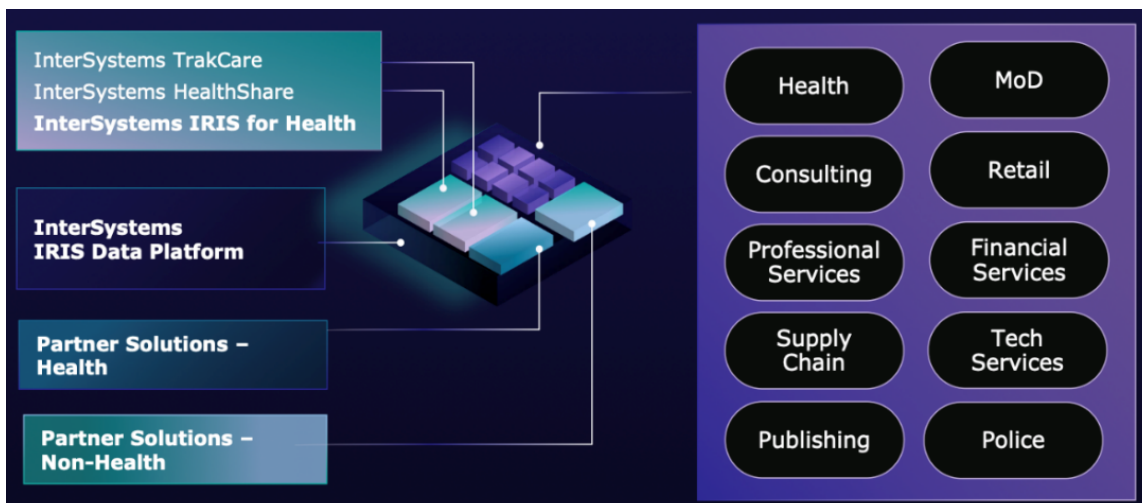
InterSystems proposition centres on unified data management: one platform holding all customer data with integrated services that are easy to support and scale. The platform accepts any data type, optimises storage, and returns data in its original format (or alternative structures), critically without copying. This contrasts sharply with the fragmented data estates, rising third-party data integrations, and multiple layers of security which characterise current infrastructure.

## The evolution of the InterSystems IRIS® Data Platform

InterSystems IRIS data platform continues to serve as the foundation for all its offerings, processing billions of stock transactions daily and managing 80% of North American healthcare records, as well as a significant proportion of business with the **NHS**. As per the diagram below, on top of InterSystems IRIS sits solutions from its partners across Health (the primary industry focus for InterSystems) and Non-Health domains, an area of growth for the firm.

One notable differentiator is the platforms' ability to scale both up and down, running on everything from Raspberry Pi devices to enterprise-scale deployments. This flexibility holds significant value in edge computing scenarios and IoT applications, though InterSystems has yet to fully capitalise and promote this capability. To date, IRIS has also largely been on premise, but increasingly a cloud-based model is being adopted. A "Different by Design" philosophy places emphasis on bringing processing to data rather than the other way around. The aim is to reduce the hidden costs and complexities of data movement that plague many organisations.

### InterSystems IRIS Data platform



Source: InterSystems

As for AI capabilities, these are being built into the platform, currently focusing on "native Agent development" with governed low-code access to LLMs, Model Context Protocol (MCP) tools, Retrieval-Augmented Generation (RAG), and tool-calling templates. IRIS-based capabilities are projected to external AI agents through "no-code" mechanisms, allowing agents built elsewhere to leverage the platform's data and functionality without requiring specific integration work. This is a core differentiator of InterSystems approach.

A focus on security and enterprise controls also seeks to address concerns about exposing internal systems to AI agents. Meanwhile, natural language queries enable access to unified data, augmenting LLM responses. The emphasis on "governed" and "low-code" tooling is helping InterSystems better target business developers or technical analysts rather than users with deep AI development expertise.

## Product and Data strategy

InterSystems is positioning its technology platforms around interoperability and data management. The company's product strategy breaks down into four pillars. AI leads the agenda, with plans to embed intelligence throughout platforms and solutions rather than building standalone AI products. This sits on top of its 'Data Fabric', which treats their "common data plane" as the foundational architectural layer. The third pillar, interoperability and integration, takes a pragmatic approach to working with existing customer systems, with its Data Studio solution as the flagship example. The verticals pillar focuses on industry specialisation, with commitments to develop sector-specific capabilities rather than just repackaging generic technology.

InterSystems Data Studio is a fully managed solution built on InterSystems IRIS, aimed at democratising data access for business users, not just technical teams. The architecture uses a four-stage framework: Connect (ingestion from any source), Control (embedded governance, integrity checks, metadata management), Persist (flexible data models and storage), and Use (AI assistants alongside traditional analytics). This last point is significant, InterSystems is betting that natural language interfaces and intelligent assistants will become the primary way users interact with data.

Three vertical modules (Health, Asset Management and Supply Chain) act as further customisation. The roadmap for future additions includes adaptive analytics and a dedicated "AI assistant" module with specific workflows across customer, sales, HR, data discovery, data quality and data modelling.

A forthcoming AI Hub solution is a bet on agentic AI infrastructure. Built around an MCP gateway, it positions InterSystems as an interoperability layer for AI agents, connecting different AI clients with various models and services. The architecture includes specialised agents for healthcare data (FHIR Agent), system integration, RAG tools, operations, and database queries. The platform supports multiple OpenAI accounts, local LLMs, and MCP Servers, addressing vendor lock-in whilst providing native role-based access controls, cost management, and monitoring.

# Healthcare AI Innovation

The healthcare sector remains InterSystems strongest vertical. An estimated 60% of NHS data flows through InterSystems Health solutions. More than 25% of the English population is also covered by InterSystems Unified Care Record.

The company is making bold moves with its IntelliCare next-generation electronic health record (EHR) solution. Launched in 2025 and already live with its first customer in the APAC region, InterSystems IntelliCare demonstrates the firm's commitment to moving beyond infrastructure to deliver tangible clinical value. The IRIS data platform has also been tailored for the Healthcare market and supports InterSystems other healthcare solutions TrakCare and HealthShare.

At the analyst summit, Dr Rami Rimani, Director of Clinical and Business Improvements, emphasised the practical challenges of AI implementation in healthcare, noting that 30% of GenAI projects are abandoned, whilst only 50% reach production within eight months. InterSystems is addressing these challenges through its integrated data layer approach, providing a single source of truth for compliance, security, and regulatory control, critical factors in healthcare deployments.

One standout new capability is InterSystems IntelliCare GenAI-based ambient listening solution, which transcribes and summarises clinical conversations, automatically generating documentation and suggesting actions for clinician approval. The application can also suggest specific actions and diagnoses for the doctor to confirm, as well as automatically source specific tests. Whilst there are similar such solutions already available on the market, the approach from InterSystems appears well thought out and easy to use for clinicians, with the domain expertise of experts such as Dr Rimani able to ensure its fit for purpose. The solution also uses responsible AI principles and the AI Act as standard, even where not required.

From an end user perspective, a new GenAI powered assistant is also on the cards. The assistant can generate information for each patient customised to their specific conditions or languages, providing better understanding of both the diagnosis and treatment process.

In the UK the healthcare business has a number of notable customer projects:

- **Scotland NHS AI Pilot:** Predicting patient no-shows, length of stay, and readmission risk, delivering immediate value for patient flow management and waiting list optimisation.
- **Digital Front Door Initiative:** Supporting Scotland's healthcare transformation with unified care records and patient engagement applications.
- **Wales National Laboratory System:** Implementing TrakCare as a hosted managed service to transform laboratory information services across the country

You can read further analysis of InterSystems broader Healthcare business in: [InterSystems healthcare heritage powers multi-sector data expansion.](#)

## Partner Ecosystem Transformation

The UK and Ireland region is InterSystems largest outside the United States, with over 200 clients. This has been a focus from InterSystems on equipping more partners as direct resellers, particularly those on frameworks who can propose InterSystems IRIS. A major programme over the past 12 months which helped to educate large SIs on InterSystems capabilities and positioning has been well received we were told and is already bearing fruit, with a jointly delivered national-scale programme with one major SI supplier.

Colin Henderson, Country Manager for UK&I, highlighted several successful transitions from implementation to reseller partners, with multiple tier-1 integrators now actively promoting InterSystems technology.

Other partner successes include:

- **eConsult** and **Infix** adopting Health Connect Cloud for interoperability
- **NEC** expanding police force information exchange systems internationally
- **Integrella** and **OneLondon** speeding up emergency admissions and improving patient safety across London.

Whilst InterSystems has a strong partner heritage, with around 1200 solution partnerships in place globally, the higher focus on SI partnerships will be a shift in how the business has traditionally operated, which will require cultural and operational adaptation.

## Supply Chain: A promising yet underdeveloped opportunity

InterSystems is positioning itself in supply chain technology through data integration, infrastructure and decision intelligence capabilities, targeting use cases spanning supply chain visibility, fulfilment optimisation, production planning, inventory management, and digital twin implementations.

The centrepiece is InterSystems Data Studio with Supply Chain Module (launched March 2025), a fully managed, self-service data gateway connecting disparate sources into a unified source of truth. The architecture follows InterSystems Connect-Control-Persist-Use framework: ingesting data from any source, applying governance and integrity checks, storing it flexibly, and enabling consumption through analytics and AI. This is enhanced with supply chain-specific data models and semantic layers.

InterSystems Supply Chain Orchestrator functions as the decision intelligence layer, connecting major systems including **SAP**, **Kinaxis**, **Blue Yonder**, and **AWS**, alongside third party logistics and supplier networks. The platform delivers eight core capabilities from automated issue detection to cloud-based services, organised across three areas: Supply Chain Orchestration, Optimised Fulfilment, and Demand Sensing and Forecasting.

Partner deployments including: **Scale Twin** developing a digital twin for inventory optimisation in manufacturing, **HIROCO** expanding its technology platform with multi-agent orchestration technology solutions and **Bristlecone** applying data integration accelerators to SAP and Kinaxis, serve as real-world examples of how InterSystems supply chain technologies are being deployed.

However, the supply chain offering suffers from some branding confusion. Unlike healthcare's clear "InterSystems IRIS for Health", "HealthShare", "TrakCare" and "IntelliCare" positioning, supply chain messaging struggles with an overload of terminology and a lack of clarity around how InterSystems IRIS, InterSystems Data Studio, and Supply Chain Orchestrator combine to deliver business value. Technology-centric positioning around supply chain risks relegating InterSystems to more tactical deployments rather than strategic CEO-level conversations about business transformation, limiting revenue potential in a high-growth vertical driven by supply chain disruptions and reshoring initiatives.

## "Quantum" design and delivery philosophy

At its analyst summit, Head of Product for Data Platforms, Gokhan Uluderya also presented the firm's new "Quantum" approach - a Cloud, Data & AI operating system designed to solve real business problems, not just provide building blocks. The platform features a marketplace for instant solution deployment, an integrated management portal ("Quantum Studio"), and comprehensive data services including multi-model databases, AI/ML capabilities, and application development tools.

Key innovations include active metadata with knowledge graphs, AI-driven insights, and AI agents that recommend datasets, build pipelines via natural language prompts, and power agentic workflows. The platform supports no-code to pro-code development across multiple personas from data engineers to business owners, offering self-service data management through Data Studio with semantic search and AI-powered visualisation across hybrid, multi-cloud environments.

The approach and philosophy appear sound, though how these innovations will play out in terms of InterSystems product roadmap and integration with existing solutions is still evolving. Also, whilst the deep technical focus on AI tooling and agents is commendable, the approach is again difficult to link to clear business outcomes and ROI.

## Closing thoughts

InterSystems stands at a crossroads. Its technical capabilities are impressive, processing billions of transactions, managing huge healthcare datasets, and delivering AI value through innovative solutions like IntelliCare. The business has really put innovation and R&D at the core of its strategy, and it is clear that management have thought carefully about how to grow the business through investment in AI-powered solutions, positioning as a core data foundation whilst pushing into markets like supply chain.

However, challenges remain. InterSystems openly admits it has historically built for developers and has been pivoting towards end-users and solutions, the company needs

to adapt its language for multiple audiences. InterSystems Data Studio for example offers valuable capabilities for customers looking to build their data and AI maturity, but a focus on technical features such as “metadata management” “snapshotting” and “data integrity & ingestion services”, will likely not hit the mark with business leaders wanting to understand what real world business problems get solved and how InterSystems various solutions fit into their technology stack. Already underway are plans to simplify their multiple platform names - Data Studio, Smart Data Fabric, IRIS for Health and Supply Chain Orchestrator, which have added to confusion around where this ‘single data layer’ resides.

The other key question is whether InterSystems can transform fast enough to take advantage of opportunities beyond the healthcare domain. Healthcare provides a strong base, but expanding to new markets will require clearer messaging, simpler products, and a use case driven focus. One of the announcements that has gone under the radar is the firm’s startup programme, a new endeavour it began three years ago, with four cohorts of incubators already having successfully passed through. So far these have largely been digital health companies, but I think there is a great opportunity here to help expand new capabilities quickly into other verticals and domains through leveraging partnerships or even acquisitions of such suppliers.

If InterSystems navigates its partner transformation, simplifies messaging, and proves consistent value across markets, it could enhance its position as a major enterprise data & AI supplier. However, as it aims to become that single data platform layer it will face increasingly tough competition from the hyperscalers and suppliers like Databricks and Snowflake. Some of these suppliers are also key partners, reinforcing the need for InterSystems to be clear where it sits in the data and AI supplier ecosystem. Prying customers away from embedded suppliers is going to be a challenge, putting the emphasis increasingly on demonstrating industry specific capabilities and expertise.

Overall, I was very impressed with this latest strategy update. There is a much stronger focus on AI innovation which will be crucial to support growth. The increased partner centric focus will also pay dividends, especially as the business further raises its profile amongst SI suppliers. Success ultimately depends on balancing technical excellence with market accessibility, shifting from technology-led to business outcomes-focused messaging whilst maintaining the capabilities behind 46 years of consecutive profitability.

# About the author



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Simon Baxter joined TechMarketView in March 2022 and is a Research Director and member of the TechSectorViews research team.

Simon leads on TechMarketView's research coverage of Artificial Intelligence and Cybersecurity. This includes regular opinion pieces in UKHotViews on the latest news covering topics such as solution innovations, government policy and supplier performance. He also authors TechMarketViews AI Impact reports and annual Cybersecurity trends and rankings.

Simon has over 13 years of experience in research and analysis, covering various emerging tech areas including AI, Quantum computing, Cybersecurity, IoT, and Operational Technology (OT). Simon has been featured in multiple online publications on the topics of AI and cybersecurity including in Raconteur (The Times), Computer Weekly, The Register and ITBrief.

Immediately prior to joining TechMarketView Simon held the position of Senior Market Intelligence Manager at Fujitsu Services Ltd. He was responsible for embedding market insight into Fujitsu's decision making and leading a range of market research programmes and teams across Fujitsu's global business encompassing Europe, North America and Japan.

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