

NEWS RELEASE

KLAS Research Ranks InterSystems Among Top Interoperability Vendors of 2019

InterSystems rates highest in four key areas including advanced use cases, consistency of experience, ease of maintenance, and point-of-care

Eton, 23 October 2019 – [InterSystems](#), a global leader in information technology platforms for health, business, and government applications, today announced its tremendous performance in the new KLAS® Research report, “[Interoperability Platforms 2019](#).” InterSystems customers provided highly positive feedback for the company’s tools and technology across all report categories, including use cases, user experience, ease of maintenance and point-of-care. These results reflect the profound difference InterSystems is making in healthcare interoperability, particularly with its HealthShare Unified Care Record®.

In the UK, HealthShare is being used in different parts of the country to transform and join up services for health and care professionals and their patients. The NHS Coordinate My Care service, for example, has used HealthShare to help tens of thousands of patients in London to create plans for urgent and end of life care. In the West Midlands, an NHS vanguard group of four mental health trusts known as the Mental Health Alliance for Excellence, Resilience, Innovation and Training, or MERIT, has been using HealthShare in a first-of-its-kind project to help mental health patients presenting to hospitals in times of crisis. And in Lincolnshire, thousands of professionals are benefitting from a care portal that is joining up care region wide, whilst enabling faster, better informed decisions.

In an effort to better understand where vendors are in the transition from traditional health information exchanges (HIE) to interoperability platforms, KLAS Research conducted interviews with healthcare organisations that were identified by their vendors as their most advanced users. For purposes of comparison, vendors’ broader customer bases were also surveyed for general performance feedback over the last 12 months.

The report recognised InterSystems among the top interoperability vendors for exemplary customer satisfaction as a result of the company’s flexible data delivery platform, HealthShare Unified Care Record, enabling innovative, highly custom use cases beyond population health and typical analytics. Current InterSystems customers rate their satisfaction levels with the company higher than 90 on a 100-point scale and describe InterSystems as a “true partner.”

“I needed a system that would make sense of the chaos and empower our staff to build bridges between our different systems in a scalable, reliable, and fiscally responsible way. The tool acts as a clearinghouse for data so that we aren’t building a number of legacy pipes every time we want to connect to a new system. InterSystems is very good at trying to democratise healthcare data. The platform has been open enough that we can do that, whereas most other systems can’t,” according to a HIE Director and InterSystems customer who participated in the report.

InterSystems stands among its competitive set as the easiest platform to implement and maintain, according to advanced customers of its HealthShare Unified Care Record. The majority of respondents reported speed to value of only six to 12 months.

“The KLAS Research report is evidence of our commitment to our customers,” said Don Woodlock, vice president of HealthShare for InterSystems. “Every organisation has different needs and goals for

an interoperability platform, and we pride ourselves on our ability to customise our platform to meet those specifications, all while making the implementation experience seamless. We are thrilled with the results of this year's report as it validates the work we do to help our customers meet patients' needs."

The KLAS Interoperability Platforms 2019 report is based on the cumulation of thousands of interviews among healthcare professionals and their thoughts around the IT products and services their organisations use. Interviews are conducted using a standard quantitative evaluation sharing the scores and commentary collected online, so that other providers and IT professionals can benefit from peer reviews.

About InterSystems

InterSystems is the engine behind the world's most important applications. In healthcare, finance, government, and other sectors where lives and livelihoods are at stake, InterSystems is the power behind what matters™. Founded in 1978, InterSystems is a privately held company headquartered in Cambridge, Massachusetts (USA), with offices worldwide, and its software products are used daily by millions of people in more than 80 countries. For more information, visit InterSystems.co.uk

About KLAS

KLAS is a data-driven company on a mission to improve the world's healthcare by enabling provider and payer voices to be heard and counted. Working with thousands of healthcare professionals, KLAS collects insights on software, services and medical equipment to deliver reports, trending data and statistical overviews. KLAS data is accurate, honest and impartial. The research directly reflects the voice of healthcare professionals and acts as a catalyst for improving vendor performance. To learn more about KLAS and the insights we provide, visit <https://klasresearch.com/>