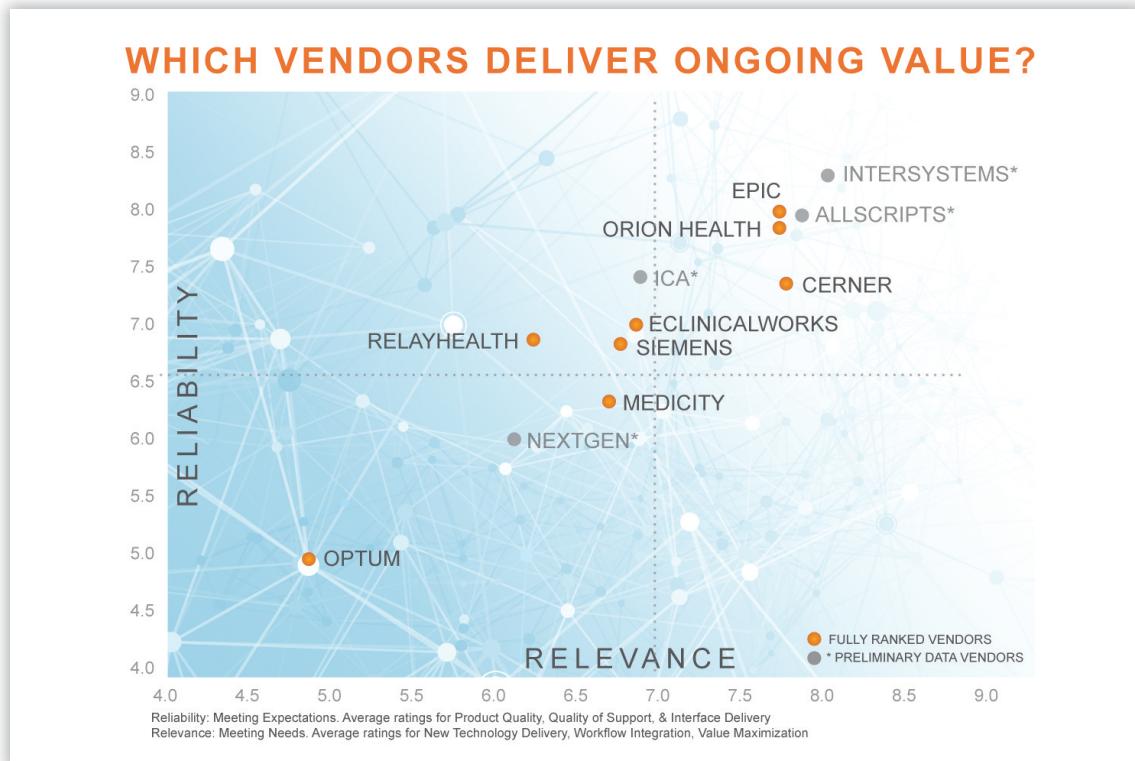


# Healthcare providers weigh in on InterSystems HealthShare in KLAS 2014 HIE Report

In the KLAS HIE 2014: “Revisiting Great Expectations” report:

*InterSystems HealthShare was the only product for which 100% of customers surveyed said it is both a “part of their long-term plans” and they “would buy this again.”*

According to the report, InterSystems HealthShare received an overall early data score of 86.6, indicating strength in both “relevance” and “reliability,” as shown in the chart:



From “HIE: Revisiting Great Expectations,” by Mark Allphin, Senior Research Director, KLAS  
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“Reliability” is defined as meeting customer expectations based on an average of ratings for product quality, quality of support, and interface delivery. “Relevance” is defined as meeting customer needs based on an average of ratings for new technology delivery, workflow integration, and value maximization.



Based on feedback from healthcare providers, the report states “InterSystems may offer one of the best balances between meeting expectations for service and meeting ongoing provider needs. Initially used by public HIEs, InterSystems HealthShare builds on its historical strength in interface engines (Ensemble) and databases (Caché), as well as on its international experience.”

The following are verbatim comments from healthcare CIOs, CMIOs and other healthcare leaders who were quoted in the KLAS report:

- **“InterSystems is devoted to making their customers successful, especially in the evolving landscape of HIE. They listen and are wedded to flexing and evolving as the landscape shifts. They have a really smart, honorable team.”**
- **“InterSystems HealthShare is a great HIE platform with access to advanced functionality. We like InterSystems because they can connect to pretty much anything, and HealthShare is very flexible. InterSystems as a company has been very receptive of our feedback, and they seem focused on helping us succeed. “**
- **“The technology that InterSystems provides is very cost-effective because of all the pieces it includes. The portal, analytics, interface engine, and all the other pieces are all under one cover. If I had to buy all of those things individually, I would never be able to afford them.”**

(Disclaimer: The preceding are selected commentaries that may not represent the whole of provider sentiment related to this product or service. Visit [KLASresearch.com](#) for a complete view.)

## About KLAS

KLAS is a research firm on a global mission to improve healthcare delivery by enabling providers to be heard and to be counted. Working with thousands of healthcare professionals and clinicians, KLAS gathers data on software, services, medical equipment, and infrastructure systems to deliver timely reports, trends, and statistical overviews. The research directly represents the provider voice and acts as a catalyst for improving vendor performance. For more information, go to [KLASresearch.com](#) or follow KLAS on Twitter at [www.twitter.com/KLASresearch](#).

## About InterSystems

InterSystems is a global leader in software for connected care, with headquarters in Cambridge, Massachusetts, and offices in 25 countries. InterSystems HealthShare® is a health informatics platform that enables strategic interoperability and analytics for action across a hospital network, community, region or nation. InterSystems' products are used by thousands of hospitals and laboratories worldwide, including all of the top 15 hospitals on the Honor Roll of America's Best Hospitals as rated by *U.S. News and World Report*. For more information, visit [InterSystems.com](#).

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