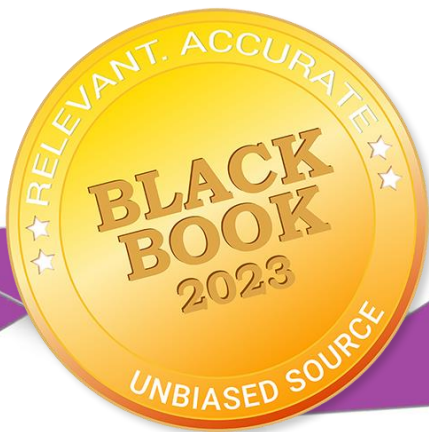# 2023 BLACK BOOK MARKET RESEARCH

Top Client/User-Rated Software
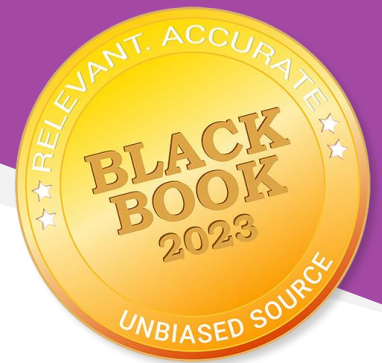
Virtual Care Collaboration Solutions
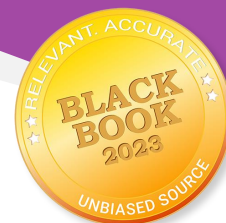
Survey Period: Q3 2022 – Q2 2023 | Published: April 2023

Black Book™ annually evaluates leading health care/medical software and service providers across 18 operational excellence key performance indicators completely from the perspective of the client experience. Independent and unbiased from vendor influence, more than 1,000,000 healthcare IT users are invited to contribute to various annual customer satisfaction polls. Suppliers also encourage their clients to participate to produce current and objective customer service data for buyers, analysts, investors, Vendors, competitive suppliers and the media. For more information or to order customized research results, please contact the Client Resource Center at +1 800.863.7590 or Research@BlackBookMarketResearch.com

For more information, visit www.BlackBookMarketResearch.com

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2023 Survey Response Rates by Practice/Organization Type

Validated System Users

2023 Survey Respondent Identification	Number of Responses Validated	Percent of Total Responses
Physician/Clinician Name	334	34%
Clinic/Practice Name	201	21%
Public Clinic	24	2%
Health System Clinic	59	6%
Academic Hospital and Medical Centers Over 250 Beds	119	12%
Community Hospitals	89	9%
Small Hospitals Under 100 Beds	124	13%
Ambulatory Surgery Centers	19	2%
Total	**969**	**100%**

Source: Black Book^{TM} 2023

Survey Overview

969 hospital managers, physicians, clinicians, and specialists, as well as administrative, IT and finance leaders from 773 practices, groups, clinics, and facilities participated in the 2023 virtual care solutions survey.
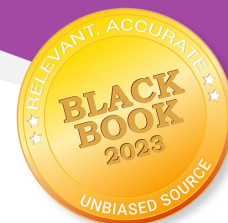
Black Book Methodology

How the Data Sets are Collected

Black Book collects ballot results on 18 performance areas of operational excellence to rank vendors by electronic medical and health record product lines. The gathered data are subjected immediately to an internal and external audit to verify completeness and accuracy and to make sure the respondent is valid while ensuring that the anonymity of the client company is maintained. During the audit, each data set is reviewed by a Black Book executive and at least two other people. In this way, Black Book's clients can clearly see how a vendor is truly performing. The 18 criteria on moperational excellence are subdivided by the client's industry, market size, geography and function outsourced and reported accordingly.

Situational and market studies are conducted on areas of high interest such as e-Prescribing, Health Information Exchange, Accountable Care organization, hospital software, services providers, educational providers in e-health, bench markers and advisors. These specific survey areas range from four to 20 questions or criteria each.

Understanding the Statistical Confidence of Black Book Data

Statistical confidence for each performance rating is based upon the number of organizations scoring the electronic medical and health records service. Black Book identifies data confidence by one of several means:

- Top-10-ranked vendors must have a minimum of ten unique clients represented. Broad categories require a minimum of 20 unique client ballots. Data that are asterisked (*) represent a sample size below required limits and are intended to be used for tracking purposes only, not ranking purposes. Performance data for an asterisked vendor's services can vary widely until a larger sample size is achieved. The margin of error can be very large, and the reader is responsible for considering the possible current and future variation (margin of error) in the Black Book performance score reported.

- Vendors with over 20 unique client votes are eligible for top 10 rankings and are assured to have highest confidence and lowest variation. Confidence increases as more organizations report on their outsourcing vendor. Data reported in this form are shown with a 95% confidence level (within a margin of 0.25, 0.20 or 0.15, respectively).

- Raw numbers include the quantity of completed surveys and the number of unique organizations contributing the data for the survey pool of interest.

Who Participates in The Black Book Ranking Process

Nearly 20,000 EHR users ranking from hospital and medical practice executives, clinicians, IT specialists and front-line implementation veterans are invited to participate in the 2023 annual Black Book EMR EHR e-Health initiative satisfaction survey. Non-invitation receiving participants must complete a verifiable profile, utilize valid corporate email address and are then included as well.
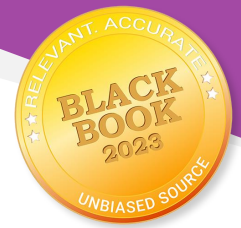
The Black Book survey web instrument is open to respondents and new participants each year at http://blackbookrankings.com and mobile applications from iTunes and Google Play. Only one ballot per corporate email address is permitted and changes of ballots during the open polling period require a formal email request process to ensure integrity.

The members of 18 professional healthcare associations, 9 media outlets and returning participants with previous identification verifications are among those invited to surveys. Individuals and provider management can register as new participants on mobile applications and online polling instruments. Ballots are validated through two independent survey verification services software companies before being included in the scoring process.

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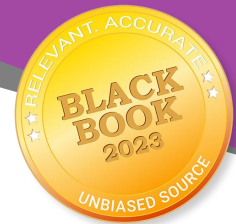
2023 Results

Virtual Care Collaboration Solutions
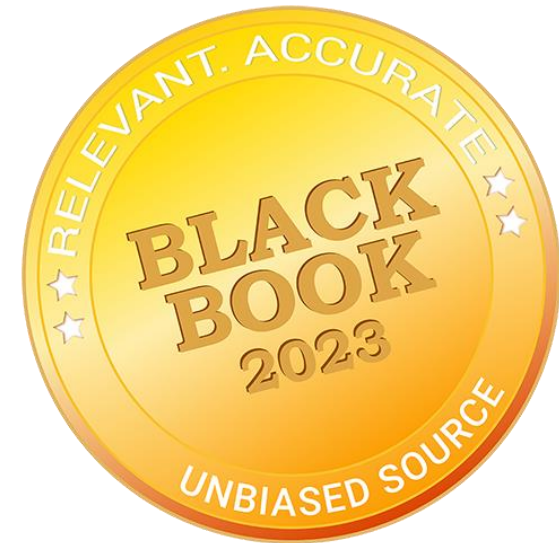
Open AI & GPT

Remote Monitoring & Visits

Patient Rounding

Provider Team Collaboration
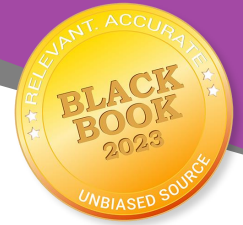
2023 Top Overall Virtual Collaboration Platform Vendor Honors

FUNCTIONAL SUBSET HONORS: TOP PHYSICIAN PRACTICE & GROUP TECHNOLOGY VENDORS

TOP VENDOR: OPEN AI & GPT

ANDOR HEALTH

TOP VENDOR: REMOTE MONITORING & VISITS

VIVIFY

TOP VENDOR: PATIENT ROUNDING

ANDOR HEALTH

TOP VENDOR: PROVIDER COLLABORATION

ANDOR HEALTH
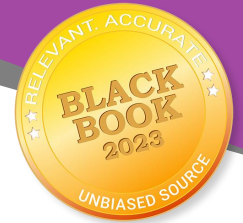
Figure 1A/B: Comprehensive Vendors Are Defined as Being Comprised of Four Surveyed Functions

OPEN AI & GPT SUPPORT TOOLS SPECIFIC TO VIRTUAL CARE COLLABORATION	REMOTE MONITORING & PATIENT VISITS	PATIENT ROUNDING TOOLS	TEAM COLLABORATION
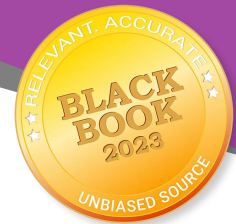
Figure 2: Key to Raw Scores

0.00–5.79 ►	◄ 5.80–7.32 ►	◄ 7.33–8.70 ►	◄ 8.71–10.00
Deal breaking dissatisfaction **Does not meet expectations** **Cannot recommend vendor**	**Neutral** **Meets/does not meet expectations consistently** **Would not likely recommend vendor**	**Satisfactory performance** **Meets expectations** **Recommends vendor**	**Overwhelming satisfaction** **Exceeds expectations** **Highly recommended vendor**

Source: Black Book Research

Color-Coded Stoplight Dashboard Scoring Key

Green	Top 10% scores better than 90% of Vendors. Green coded vendors have received constantly highest client satisfaction scores.	**8.71 +**
Clear	Top 33% scores better than two-thirds of Vendors. Well-scored vendor which have middle of the pack results.	**7.33 to 8.70**
Yellow	Mid Pack: scores average that of all HER half of Vendors. Cautionary performance scores, areas of improvement required.	**5.80 to 7.32**
Red	Lowest 10%: scores worse than 90% of Vendors. Poor performances reported potential cause for service and contractual cancellations.	**Less than 5.79**
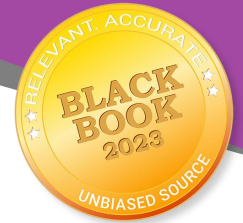
Raw Score Compilation and Scale of Reference

Black Book raw score scales

0 = Deal breaking dissatisfaction ◄ ▬ ► 10 = Exceeds all expectations

Source: Black Book Research

Individual vendors can be examined by specific indicators on each of the main functions of vendors as well as grouped and summarized subsets. Details of each subset are contained so that each vendor may be analyzed by function and services collectively.
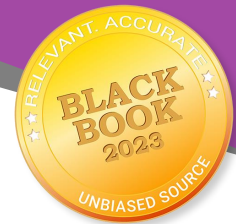
Scoring Key`

Overall Rank	Q1 Criteria Rank	Company	OPEN AI & GPT SUPPORT	REMOTE MONITORING & VISITS	PATIENT ROUNDING	PROVIDER COLLABORATION	Mean
5	1	Vendor Name	8.49	8.63	8.50	8.01	8.66

Source: Black Book Research

- **Overall rank** – this rank references the final position of all 18 criteria averaged by the mean score collectively. This vendor ranked fifth of the 20 competitors.
- **Criteria rank** – refers to the number of the question or criteria surveyed. This is the sixth question of the 18 criteria of which this vendor ranked first of the 20 vendors analyzed positioned only on this particular criteria or question. Each vendor required ten unique client ballots validated to be included in the top ten ranks.
- **Company** – name of the vendor.
- **Subsections** – each subset comprises one-fourth of the total vendor mean at the end of this row and includes all buyers and users who indicate that they contract each respective functional subsection with the supplier, specific to their physician enterprise.
- **Mean** – congruent with the criteria rank, the mean is a calculation of all four subsets functions surveyed. As a final ranking reference, it includes all market sizes, specialties, delivery sites and geographies.

Published: April 2023   12
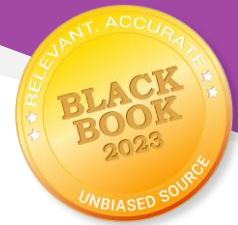
Overall KPI Leaders: Virtual Care Collaboration Solutions

Summary of Criteria Outcomes

Table 1: Summary of Criteria Outcomes

Total Number One Criteria Ranks	Vendor	Overall Rank
13	ANDOR HEALTH	1
2	HEALTHVIEW X	2
1	AMWELL	3
1	PHILIPS	5
1	LOGITECH	8

Source: Black Book Research, 2023

Overall KPI Leaders: Virtual Care Collaboration Solutions

Top Score Per Individual Criteria

Table 2: Top Score Per Individual Criteria

Question / Criteria		EHR Vendor	Overall Rank
Q1	Strategic Alignment of Client Goals including VBC, RCM & Telehealth	ANDOR HEALTH	1
Q2	Innovation & Optimization	ANDOR HEALTH	1
Q3	Training	ANDOR HEALTH	1
Q4	Client relationships and cultural fit	ANDOR HEALTH	1
Q5	Trust, Accountability, Transparency, Ethics	ANDOR HEALTH	1
Q6	Breadth of offerings, client types, delivery excellence	ANDOR HEALTH	1
Q7	Deployment and implementation	ANDOR HEALTH	1
Q8	Customization	ANDOR HEALTH	1
Q9	Integration and interfaces	HEALTHVIEW X	2
Q10	Scalability, client adaptability, flexible pricing	ANDOR HEALTH	1
Q11	Compensation and employee performance	HEALTHVIEW X	2
Q12	Reliability	LOGITECH	8
Q13	Brand image and marketing communications	AMWELL	3
Q14	Marginal value adds and modules	ANDOR HEALTH	1
Q15	Financial Stability & Managerial Viability	ANDOR HEALTH	1
Q16	Data security, patient privacy and backup services	PHILIPS	5
Q17	Account Management Support and customer care	ANDOR HEALTH	1
Q18	Best of breed technology and process improvement	ANDOR HEALTH	1

Source: Black Book™ 2023
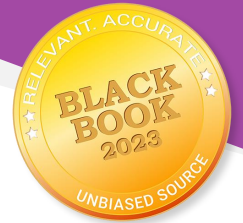
Individual Vendor Key Performance: Virtual Care Collaboration Solutions

Table 3: Raw/Aggregate Client Experience and Customer Satisfaction Scores 2023

Rank	Vendor	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Mean
1	ANDOR HEALTH	9.80	9.84	9.76	9.63	9.65	9.55	9.30	9.86	9.70	9.73	9.62	9.70	9.76	9.86	9.29	9.47	9.75	9.78	**9.67**
2	HEALTHVIEW X	9.18	9.13	9.59	9.39	8.17	9.04	8.26	9.54	9.85	9.07	9.64	9.18	8.72	8.62	9.16	9.08	9.07	9.54	**9.12**
3	AMWELL	9.22	9.17	9.51	9.27	9.04	8.85	8.63	8.39	9.47	9.37	9.29	8.79	9.79	9.08	9.58	8.30	9.05	9.42	**9.12**
4	TALKDESK	8.98	9.09	9.08	9.47	8.97	9.29	9.00	8.70	9.09	8.86	9.49	8.56	9.22	9.08	8.85	9.31	8.59	9.47	**9.06**
5	PHILIPS	9.07	8.46	9.18	8.87	8.90	9.51	9.08	9.59	9.45	8.75	8.10	8.28	8.10	9.57	8.14	9.67	8.85	9.04	**8.92**
6	TELADOC	8.62	8.80	8.70	9.15	8.68	9.27	8.60	9.25	8.35	9.09	9.07	9.32	9.12	9.47	8.50	8.30	8.42	8.90	**8.87**
7	VERIZON	8.73	9.28	8.05	7.17	9.51	9.24	8.30	9.40	9.29	8.40	7.92	8.12	7.91	8.86	8.25	8.87	9.20	9.06	**8.64**
8	LOGITECH	8.54	9.29	8.14	9.21	7.05	8.74	8.23	8.32	8.33	8.06	9.02	9.75	8.30	7.74	8.37	8.87	8.81	8.70	**8.53**
9	SPOK	7.95	8.80	9.15	7.86	7.90	7.42	9.07	7.88	8.12	8.32	9.21	7.60	8.71	9.17	7.89	9.09	7.61	8.73	**8.36**
10	TIGERCONNECT	7.90	8.78	8.67	6.17	8.49	7.30	8.04	8.73	8.31	7.92	8.48	8.00	7.66	8.02	8.49	7.85	8.86	8.44	**8.12**
11	MDLIVE	7.28	7.15	8.04	8.47	9.66	6.60	9.27	8.09	8.19	7.60	8.04	8.09	8.48	8.25	8.25	7.65	8.60	8.20	**8.11**
12	ZOOM	7.07	6.00	9.45	8.33	6.35	7.49	7.93	8.78	8.61	6.81	7.02	8.39	8.56	7.84	7.98	8.28	7.99	8.00	**7.83**
13	RINGCENTRAL	8.38	8.54	7.24	6.71	7.47	7.90	6.61	7.45	7.80	7.58	8.16	8.93	8.10	8.33	8.65	6.30	8.29	8.38	**7.82**
14	WEBEX	8.49	5.30	8.80	6.33	6.81	6.36	9.03	7.90	7.01	7.75	7.57	7.35	6.86	9.02	8.86	7.80	9.13	5.09	**7.53**
15	ORACLE CERNER	7.04	6.31	7.20	8.33	5.33	6.46	8.12	7.95	8.05	7.46	7.90	7.95	8.34	6.84	8.11	7.51	8.46	8.26	**7.53**
16	CONVERGE	8.24	7.60	7.68	6.38	7.33	6.99	6.65	7.40	7.66	7.53	8.18	8.88	6.12	9.77	5.70	5.99	8.79	7.30	**7.46**
17	DAPASOFT	8.78	7.12	7.14	7.65	6.84	5.63	7.90	8.14	7.53	6.18	7.36	8.75	8.22	8.36	7.39	7.89	6.96	5.98	**7.43**
18	OKTA	8.51	5.50	7.06	7.85	7.50	6.97	7.24	8.36	7.99	8.74	8.01	6.41	5.96	7.66	5.31	8.72	6.59	6.82	**7.29**
19	ELATION	6.41	5.78	6.57	7.00	7.00	6.13	7.79	7.62	6.73	7.13	7.57	7.62	8.01	6.51	7.78	7.18	7.13	5.93	**6.99**
20	DRFIRST	6.66	8.05	7.10	5.80	5.75	7.41	6.07	6.82	7.08	6.95	6.44	8.30	6.41	7.84	7.01	6. 41	6.21	5.72	**6.42**

Virtual Care Collaboration Solutions & Software

1. Strategic Alignment of Vendor Offerings to Provider Goals & Client's Mission (Including MACRA, FHIR, ONC, HIE, Population Health, RCM, Value Based Care)

Q1: Organizational structure meets the needs of stakeholders or customers, and stakeholder satisfaction is the most important priority. The client is likely to recommend the vendor to similar sized hospitals and physician groups, physicians within the same specialty or delivery setting.

OVERALL RANK	Q1 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
1	1	ANDOR HEALTH	9.77	9.94	9.74	9.75	**9.80**
3	2	AMWELL	9.00	9.14	9.33	9.37	**9.22**
2	3	HEALTHVIEW X	9.24	9.19	8.83	8.85	**9.18**
5	4	PHILIPS	9.50	9.18	8.22	9.37	**9.07**
4	5	TALKDESK	9.11	9.24	9.04	8.54	**8.98**
17	6	DAPASOFT	8.51	8.93	8.68	8.99	**8.78**
7	7	VERIZON	9.32	9.05	8.21	8.33	**8.73**
6	8	TELADOC	8.76	8.06	9.10	8.54	**8.62**
8	9	LOGITECH	8.80	8.63	8.53	8.21	**8.54**
18	10	OKTA	8.99	8.31	7.99	8.73	**8.51**

Source: Black Book Research™ Q1 2023

Virtual Care Collaboration Solutions & Software

2. Innovation and Optimization

Q2: Customers are also continuing to push the envelope for further enhancements to which the vendor is responsive. Virtual care collaboration clients also believe that their vendors' technology is helping them manage practices more effectively, generate accurate records and reimbursement billings and cut their overhead in ways that were difficult or impossible to accomplish before technology solutions were implemented. Vendor is responsive to make client recommendations with cutting edge improvements.

OVERALL RANK	Q2 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
1	1	ANDOR HEALTH	9.64	9.93	9.87	9.92	**9.84**
8	2	LOGITECH	9.17	9.80	9.12	9.05	**9.29**
7	3	VERIZON	9.40	8.92	9.24	9.56	**9.28**
3	4	AMWELL	9.18	9.06	9.44	8.98	**9.17**
2	5	HEALTHVIEW X	9.21	8.80	8.67	9.83	**9.13**
4	6	TALKDESK	8.93	9.41	8.78	9.25	**9.09**
6	7	TELADOC	8.80	9.25	8.48	8.65	**8.80**
9	8	SPOK	8.65	8.47	9.24	8.84	**8.80**
10	9	TIGERCONNECT	8.33	9.16	9.42	8.20	**8.78**
13	10	RINGCENTRAL	8.41	9.06	8.62	8.07	**8.54**

Source: Black Book Research™ Q1 2023

Virtual Care Collaboration Solutions & Software

3. Training

Q3: Virtual care collaboration vendor leadership provides significant and meaningful training opportunities for internal employees and client staff. Leadership strives to develop technology staff, client service and customer servicing consultant employees. Training modules are effective and practical so that minimal post-implementation training is required on or off site. Regular updates are timely and require minimal additional training to implement.

OVERALL RANK	Q3 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
1	1	ANDOR HEALTH	9.47	9.94	9.79	9.85	**9.76**
2	2	HEALTHVIEW X	9.24	9.52	9.84	9.74	**9.59**
3	3	AMWELL	9.48	9.42	9.46	9.68	**9.51**
12	4	ZOOM	9.63	9.74	8.88	9.56	**9.45**
5	5	PHILIPS	9.16	8.92	9.32	9.33	**9.18**
9	6	SPOK	8.97	9.64	8.96	9.04	**9.15**
4	7	TALKDESK	9.33	8.94	9.32	8.73	**9.08**
14	8	WEBEX	8.58	9.22	9.05	8.33	**8.80**
16	9	TELADOC	8.70	8.61	8.89	8.60	**8.70**
10	10	TIGERCONNECT	8.83	7.97	8.90	8.96	**8.67**

Source: Black Book Research™ Q1 2023
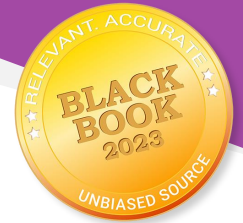
Virtual Care Collaboration Solutions & Software

4. Client Relationships and Cultural Fit

Q4: The vendor leadership honors customer relationships highly. The relationship with the vendor elevates the customer's reputation. Improving hospital, physician practice and healthcare delivery efficiency and effectiveness is a priority of the supplier. Governance of engagement is neither complex for buyer nor does it require vendor management attention regularly. There is no regular transparency or quality issue. There are no culture clashes or misfits that threaten relationship's success or client's satisfaction.

OVERALL RANK	Q4 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
1	1	ANDOR HEALTH	9.72	9.44	9.59	9.77	**9.63**
4	2	TALKDESK	9.28	9.36	9.85	9.39	**9.47**
2	3	HEALTHVIEW X	9.47	8.88	9.78	9.42	**9.39**
3	4	AMWELL	9.45	9.05	9.69	8.90	**9.27**
8	5	LOGITECH	9.40	9.65	8.84	8.93	**9.21**
6	6	TELADOC	9.03	9.57	8.83	9.15	**9.15**
5	7	PHILIPS	8.63	8.53	9.03	9.29	**8.87**
11	8	MDLIVE	8.45	8.12	8.70	8.62	**8.47**
12	9	ZOOM	8.49	8.17	8.37	8.27	**8.33**
15	10	ORACLE CERNER	7.93	8.39	8.79	8.20	**8.33**

Source: Black Book Research™ Q1 2023

Virtual Care Collaboration Solutions & Software

5. Trust, Accountability, Ethics and Transparency

Q5: Trust in enterprise reputation is important to clients as well as prospects. Client possesses an understanding that its organization has the people, processes, and resources to effectively deliver the desired business and clinical results, based on its industry reputation and past performance. There are no disconnects between promises and delivery.

OVERALL RANK	Q5 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
1	1	ANDOR HEALTH	9.66	9.78	9.70	9.51	**9.66**
11	2	MDLIVE	9.75	9.47	9.87	9.51	**9.65**
7	3	TELADOC	9.68	9.60	9.42	9.34	**9.51**
3	4	AMWELL	9.22	9.59	8.07	9.29	**9.04**
4	5	TALKDESK	9.11	8.59	9.58	8.60	**8.97**
5	6	PHILIPS	8.73	7.92	9.32	9.62	**8.90**
6	7	TELADOC	9.31	8.97	7.87	8.57	**8.68**
18	8	OKTA	8.82	8.74	8.30	8.15	**8.50**
10	9	TIGERCONNECT	8.31	8.54	8.81	8.29	**8.49**
2	10	HEALTHVIEW X	7.55	7.86	7.83	8.42	**8.17**

Source: Black Book Research™ Q1 2023
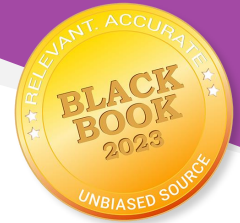
Virtual Care Collaboration Solutions & Software

6. Breadth of Offerings, Varied Client Settings, Delivery Excellence Across All User Types

Q6: The vendor offers industry recognized horizontal functionality and vertical industry applications and manage bundled collaboration services and developing new e-Health initiatives. Vendor routinely drives operational performance improvements and results in the areas they affect. Comprehensive offerings are constructed to meet the unique needs of the client's technology initiatives. Breadth of vendor modules offers comprehensive system services and broad modules.

OVERALL RANK	Q6 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
1	1	ANDOR HEALTH	9.60	9.64	9.52	9.44	**9.55**
5	2	PHILIPS	9.74	9.51	9.39	9.40	**9.51**
4	3	TALKDESK	9.17	9.42	9.52	9.06	**9.29**
6	4	TELADOC	9.59	9.49	8.44	9.56	**9.27**
7	5	TELADOC	9.48	9.08	8.91	9.49	**9.24**
2	6	HEALTHVIEW X	9.03	9.23	8.68	9.22	**9.04**
3	7	AMWELL	8.74	9.19	8.58	8.89	**8.85**
8	8	LOGITECH	9.09	8.64	8.66	8.56	**8.74**
16	9	CONVERGE	7.68	8.29	8.03	7.94	**7.99**
13	10	RINGCENTRAL	7.98	7.72	7.48	8.41	**7.90**

Source: Black Book Research™ Q1 2023

Virtual Care Collaboration Solutions & Software

7. Deployment and implementation

Q7: *The client deploys at a pace acceptable to the client. Virtual care collaboration solutions eliminate excessive supervision over vendor implementations. Vendor overcomes client implementation obstacles and challenges effectively. Technical, organizational, and cultural implementation obstacles are handled professionally and punctually. The implementation time meets standard expectations.*

OVERALL RANK	Q7 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
1	1	ANDOR HEALTH	9.25	9.49	9.51	8.93	**9.30**
11	2	MDLIVE	9.07	9.57	8.85	9.58	**9.27**
5	3	PHILIPS	9.10	9.48	8.75	8.97	**9.08**
9	4	SPOK	8.86	8.96	8.80	9.64	**9.07**
14	5	WEBEX	9.23	9.30	8.84	8.74	**9.03**
4	6	TALKDESK	9.43	9.07	8.53	8.96	**9.00**
3	7	AMWELL	9.19	8.09	9.14	8.09	**8.63**
6	8	TELADOC	8.52	9.10	8.15	8.63	**8.60**
7	9	VERIZON	8.78	8.61	8.11	7.70	**8.30**
2	10	HEALTHVIEW X	7.93	8.78	8.29	8.05	**8.26**

Source: Black Book Research™ Q1 2023

Virtual Care Collaboration Solutions & Software

8. Customization

Q8: Virtual care collaboration products and process services are customized to meet the unique needs of specific practice client purpose, processes, and physician models. Little resistance is encountered when changing performance measurements as clients' needs vary. Extraordinary efforts are made to adapt and convert client special needs into workable solutions with efficient cost and time considerations. The software allows for modifications that are not costly or complex.

OVERALL RANK	Q8 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
1	1	ANDOR HEALTH	9.85	9.85	9.93	9.78	**9.86**
5	2	PHILIPS	9.73	9.96	9.57	9.09	**9.59**
2	3	HEALTHVIEW X	9.88	9.60	9.62	9.06	**9.54**
7	4	VERIZON	9.57	9.23	9.14	9.67	**9.40**
6	5	TELADOC	8.92	9.61	9.57	8.90	**9.25**
12	6	ZOOM	8.96	8.50	8.80	8.87	**8.78**
10	7	TIGERCONNECT	9.29	9.20	8.32	8.11	**8.73**
4	8	TALKDESK	9.01	9.04	8.50	8.23	**8.70**
3	9	AMWELL	8.79	8.53	9.14	7.09	**8.39**
18	10	OKTA	8.61	8.57	8.08	8.16	**8.36**

Source: Black Book Research™ Q1 2023

Virtual Care Collaboration Solutions & Software

9. Integration and Interfaces

Q9: The vendor supports interfaces so information can be shared between necessary applications. Solutions are easily integrated to existing backend systems as needed and HIE feasible. Seamless interfaces to legacy applications are performed as required for optimal functioning. Human integration and interface activities are administered precisely. Systems communicate effectively among provider groups and ancillaries. True interoperability with other healthcare organizations is factored into implementation.

| OVERALL RANK	Q9 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
2	1	HEALTHVIEW X	9.95	9.93	9.72	9.79	**9.85**
1	2	ANDOR HEALTH	9.43	9.65	9.84	9.87	**9.70**
3	3	AMWELL	9.48	9.63	9.00	9.76	**9.47**
5	4	PHILIPS	9.72	9.23	9.10	9.73	**9.45**
7	5	VERIZON	9.16	9.46	8.95	9.60	**9.29**
4	6	TALKDESK	8.89	9.45	8.88	9.12	**9.09**
12	7	ZOOM	9.08	9.15	7.48	8.74	**8.61**
6	8	TELADOC	8.50	8.88	7.52	8.48	**8.35**
8	9	LOGITECH	8.92	8.51	7.85	8.02	**8.33**
11	10	MDLIVE	8.26	9.07	7.83	7.60	**8.19**

Source: Black Book Research™ Q1 2023

Virtual Care Collaboration Solutions & Software

10. Scalability, Client Adaptability, Flexible Pricing

Q10: Virtual care collaboration solutions vendor provides flexible pricing allowing the client to choose and pay for the precise functionality and services needed. Vendor Invests in significant infrastructure and can provide services to enterprise organizations. IT products and services meet the changing and varied needs of the customer. Pricing is not rigid or shifting and meets needs of client.

OVERALL RANK	Q10 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
1	1	ANDOR HEALTH	9.80	9.72	9.84	9.54	**9.73**
3	2	AMWELL	9.66	9.09	9.34	9.38	**9.37**
6	3	TELADOC	8.87	9.08	8.78	9.63	**9.09**
2	4	HEALTHVIEW X	9.12	9.16	9.10	8.88	**9.07**
4	5	TALKDESK	8.88	8.91	8.76	8.89	**8.86**
5	6	PHILIPS	8.37	8.92	7.95	8.66	**8.75**
18	7	OKTA	8.84	9.32	8.07	8.72	**8.74**
7	8	VERIZON	9.02	8.36	8.23	7.99	**8.40**
9	9	SPOK	8.62	8.14	8.63	7.89	**8.32**
8	10	LOGITECH	7.99	8.36	7.65	8.23	**8.06**

Source: Black Book Research™ Q1 2023
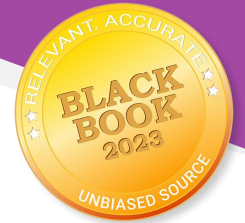
Virtual Care Collaboration Solutions & Software

11. Vendor Staff Expertise, Compensation and Employee Performance

Q11: The vendor team of employees is considered top in industry for professionalism and skill. Vendor attracts and retains high performing staff. Vendor is focused on building and developing a strong employee team of producers. Employees act like owners/leaders. Company is moving towards leveraged pay at all levels. Vendor is using effective tools to tie performance metrics to compensation policy and compensating top leaders. Human resources-related criteria are scored from the client perspective on this indicator.

| OVERALL RANK	Q11 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
2	1	HEALTHVIEW X	9.68	9.58	9.54	9.76	**9.64**
1	2	ANDOR HEALTH	9.72	9.65	9.80	9.29	**9.62**
4	3	TALKDESK	9.35	9.77	9.25	9.58	**9.49**
3	4	AMWELL	9.59	9.45	9.18	8.94	**9.29**
9	5	SPOK	9.32	9.55	8.91	9.07	**9.21**
6	6	TELADOC	9.29	8.81	9.39	8.80	**9.07**
8	7	LOGITECH	9.27	8.66	8.79	9.37	**9.02**
10	8	TIGERCONNECT	8.42	8.46	8.93	8.09	**8.48**
16	9	CONVERGE	8.93	8.68	7.15	7.95	**8.18**
13	10	RINGCENTRAL	8.00	9.41	7.33	7.89	**8.16**

Source: Black Book Research™ Q1 2023

Virtual Care Collaboration Solutions & Software

12. Reliability

Q12: The supplier meets agreed terms as evidenced by routine, acceptable service level reporting and industry expectations. Depth and breadth of applications/solutions are acceptable in meeting client needs. Online reliability is maximized, and outages/downtimes are minimized. Solid product and service capacities are demonstrated consistently. Service levels are consistently met as agreed. Services & support response is maximized by vendor team.

OVERALL RANK	Q12 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
8	1	LOGITECH	9.93	9.70	9.65	9.73	**9.75**
1	2	ANDOR HEALTH	9.65	9.86	9.80	9.49	**9.70**
6	3	TELADOC	9.12	9.28	9.73	9.13	**9.32**
2	4	HEALTHVIEW X	9.32	9.01	9.23	9.15	**9.18**
13	5	RINGCENTRAL	8.75	9.19	9.17	8.59	**8.93**
16	6	CONVERGE	8.76	8.59	8.68	9.50	**8.88**
3	7	AMWELL	8.84	9.30	8.64	8.36	**8.79**
17	8	DAPASOFT	8.62	8.15	9.37	8.87	**8.75**
4	9	TALKDESK	9.31	9.02	8.17	7.72	**8.56**
12	10	ZOOM	8.32	8.68	8.60	7.95	**8.39**

Source: Black Book Research™ Q1 2023
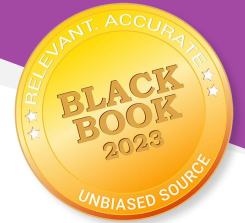
Virtual Care Collaboration Solutions & Software

13. Brand image and marketing communications

Q13: The vendor's marketing and sales statements/pitches are accurately and appropriately represented by actual product and service deliverables. Image is consistent with top rankings. Sales presentations and proposals are delivered upon and corporate integrity/honesty in marketing and business development are highly valued. Company image and integrity are values upheld top-down consistently. Elevated level of relevant client communications enhances the vendor – user relationship.

OVERALL RANK	Q13 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
3	1	AMWELL	9.83	9.91	9.82	9.59	**9.79**
1	2	ANDOR HEALTH	9.68	9.74	9.91	9.71	**9.76**
4	3	TALKDESK	9.37	9.15	8.95	9.39	**9.22**
6	4	TELADOC	9.27	9.44	8.91	8.85	**9.12**
2	5	HEALTHVIEW X	9.09	9.27	8.40	8.12	**8.72**
9	6	SPOK	9.08	8.81	8.41	8.53	**8.71**
12	7	ZOOM	8.46	8.91	8.61	8.26	**8.56**
11	8	MDLIVE	9.01	8.16	8.41	8.32	**8.48**
15	9	ORACLE CERNER	8.64	8.13	8.31	8.29	**8.34**
8	10	LOGITECH	8.71	8.05	7.86	8.56	**8.30**

Source: Black Book Research™ Q1 2023

Virtual Care Collaboration Solutions & Software

14. Marginal Value Adds

Q14: Beyond stimulus achievement, the vendors' cost savings are realized as generally estimated and not over-positioned or over/underestimated in ways that effect major client satisfaction or costs. Vendor offers value-adds as a practice management partner in cost savings and avoidance initiatives and creative programs through bundled product design. Provides true business transformation opportunities to physician practices and other medical settings utilizing virtual care collaboration technologies.

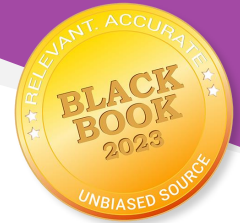| OVERALL RANK	Q14 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
1	1	ANDOR HEALTH	9.84	9.92	9.94	9.73	**9.86**
16	2	CONVERGE	9.94	9.70	9.71	9.71	**9.77**
5	3	PHILIPS	9.94	9.75	8.98	9.62	**9.57**
6	4	TELADOC	9.73	9.01	9.62	9.51	**9.47**
9	5	SPOK	9.95	9.15	8.34	9.23	**9.17**
4	6	TALKDESK	9.25	9.13	9.11	8.84	**9.08**
3	7	AMWELL	9.40	8.61	8.42	9.87	**9.08**
14	8	WEBEX	8.78	8.79	9.12	9.39	**9.02**
7	9	TELADOC	9.42	9.15	8.71	8.16	**8.86**
2	10	HEALTHVIEW X	8.30	9.07	8.90	8.21	**8.62**

Source: Black Book Research™ Q1 2023

Virtual Care Collaboration Solutions & Software

15. Financial Viability and Managerial Stability

Q15: Vendor's viability, employee turnover, financial stability and/or cultural mismatches do not threaten relationship. Senior management and the board exemplify strong leadership principals to steward appropriate resources that impact buyers. Client is confident of long-term industry viability for this vendor based on investments, client adoption, exceptional outcomes and service levels. Field management is notably competent, stable and supportive of clients. The vendor demonstrates and provides evidence of competent fiscal management and leadership.

OVERALL RANK	Q15 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
3	1	AMWELL	9.67	9.62	9.56	9.48	**9.58**
1	2	ANDOR HEALTH	9.30	9.35	9.16	9.35	**9.29**
2	3	HEALTHVIEW X	9.43	9.55	8.57	9.10	**9.16**
14	4	WEBEX	8.90	9.06	8.74	8.72	**8.86**
4	5	TALKDESK	8.76	8.82	8.95	8.86	**8.85**
13	6	RINGCENTRAL	8.69	9.13	8.80	7.97	**8.65**
6	7	TELADOC	8.44	8.52	8.67	8.35	**8.50**
10	8	TIGERCONNECT	8.64	8.74	7.98	8.60	**8.49**
8	9	LOGITECH	8.27	8.50	9.00	7.72	**8.37**
7	10	VERIZON	8.92	7.89	7.54	8.83	**8.25**

Source: Black Book Research™ Q1 2023

Virtual Care Collaboration Solutions & Software

16. Data Security, Patient Privacy and Backup Services

Q16: In order to provide secure and constantly dependable virtual care collaboration offerings for physician and hospital/IDN affiliate practices and entities, the vendor has to provide the highest level of security and data back-up services. The vendor's service in these two areas is superior to the security and back-up system of past internal systems of the provider.

OVERALL RANK	Q16 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
5	1	PHILIPS	9.82	9.59	9.55	9.72	**9.67**
1	2	ANDOR HEALTH	9.07	9.52	9.87	9.42	**9.47**
4	3	TALKDESK	8.92	9.33	9.54	9.44	**9.31**
9	4	SPOK	8.08	9.78	9.44	9.06	**9.09**
2	5	HEALTHVIEW X	9.05	9.03	9.01	9.24	**9.08**
7	6	VERIZON	8.35	9.15	8.55	9.45	**8.87**
8	7	LOGITECH	9.02	8.54	8.84	9.08	**8.87**
18	8	OKTA	8.99	8.89	8.61	8.38	**8.72**
6	9	TELADOC	9.12	8.05	8.12	7.93	**8.30**
3	10	AMWELL	8.83	8.14	8.31	7.89	**8.30**

Source: Black Book Research™ Q1 2023

Virtual Care Collaboration Solutions & Software

## 17. Support and Customer Care

Q17: Account management provides an adequate amount of onsite administration and support to clients. There exists a formal account management program that meets client needs. Media and clients reference this vendor as a services leader and top vendor correctly. Customer services and relationship satisfaction is manifested through significant flagship clients as well as smaller and newest customers similarly. Vendor provides appropriate number of accessible support and customer care personnel.

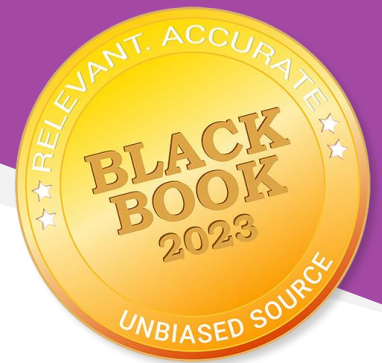| OVERALL RANK	Q17 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
1	1	ANDOR HEALTH	9.79	9.68	9.73	9.79	**9.75**
7	2	TELADOC	9.49	9.03	9.04	9.23	**9.20**
14	3	WEBEX	8.76	9.19	9.56	8.99	**9.13**
2	4	HEALTHVIEW X	9.05	8.81	9.68	8.73	**9.07**
3	5	AMWELL	9.19	9.28	8.93	8.81	**9.05**
10	6	TIGERCONNECT	8.92	8.71	8.84	8.96	**8.86**
5	7	PHILIPS	8.79	8.61	8.89	9.12	**8.85**
8	8	LOGITECH	8.76	8.78	9.18	8.51	**8.81**
16	9	CONVERGE	9.12	8.67	8.47	8.89	**8.79**
11	10	MDLIVE	8.88	8.75	8.11	8.64	**8.60**

Source: Black Book Research™ Q1 2023
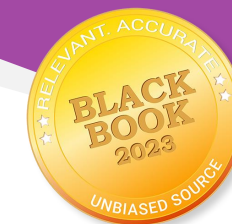
Virtual Care Collaboration Solutions & Software

18. Best of Breed Technology and Process Improvement Developments

Q18: The virtual care collaboration technology is considered best of breed. Vendor technology elevates customers via capabilities, equipment, processes, deliverables, professional staff, leadership, quality assurance and innovative initiatives. Collaboration services are delivered at or above current/former in-house service levels. Technology is current and relevant to exchanging health information among providers, as well as sufficiently offering user access.

OVERALL RANK	Q18 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
1	1	ANDOR HEALTH	9.73	9.88	9.74	9.76	**9.78**
2	2	HEALTHVIEW X	9.40	9.29	9.52	9.94	**9.54**
4	3	TALKDESK	9.36	9.38	9.62	9.53	**9.47**
3	4	AMWELL	9.91	9.30	9.48	8.97	**9.42**
7	5	VERIZON	9.12	8.98	9.01	9.13	**9.06**
5	6	PHILIPS	9.17	9.59	8.70	8.70	**9.04**
6	7	TELADOC	8.91	8.88	9.08	8.73	**8.90**
9	8	SPOK	8.48	9.03	9.80	8.59	**8.73**
8	9	LOGITECH	8.92	8.47	9.27	8.15	**8.70**
10	10	TIGERCONNECT	8.98	8.22	8.09	8.45	**8.44**

Source: Black Book Research™ Q1 2023

Appendix

BLACK BOOK MARKET RESEARCH SURVEYS & IT USER POLLING

We hope that the data and analysis in this report will help you make informed and imaginative hospital, health systems and practice management business decisions. If you have further requirements, the Black Book research team may be able to help you. For more information about Black Book's custom survey capabilities, please contact us directly at research@blackbookmarketresearch.com

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