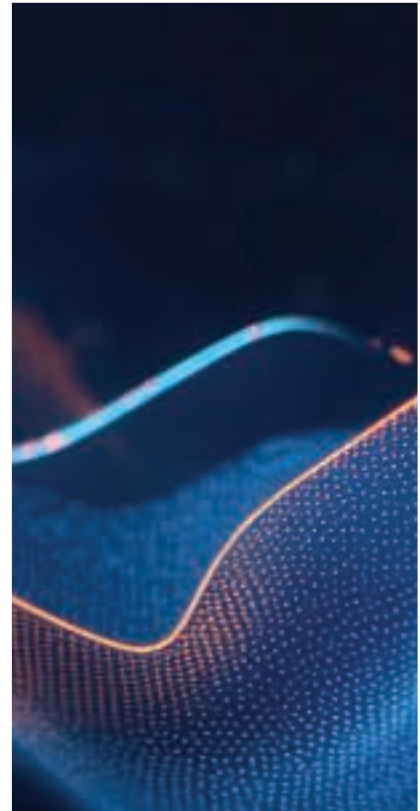
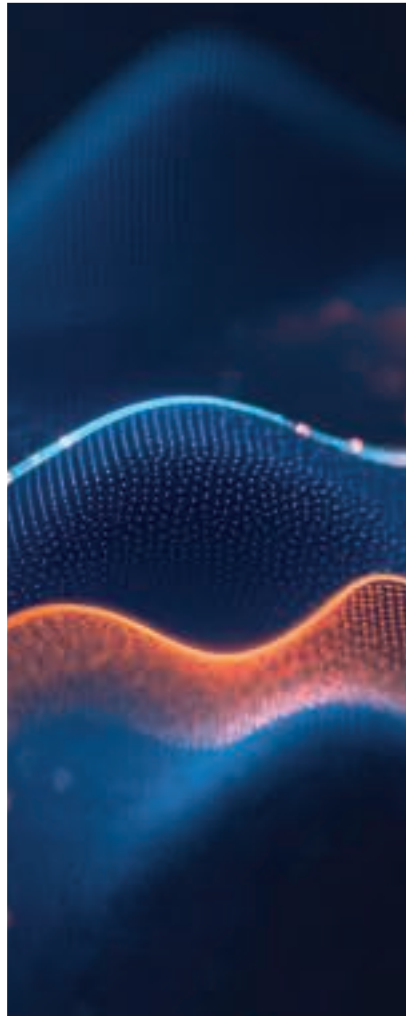


FROST & SULLIVAN
BEST PRACTICES



2026

NORTH AMERICAN
AGENTIC AI-BASED CARE
ORCHESTRATION

**COMPETITIVE STRATEGY
LEADERSHIP**



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Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Andor Health excels in many of the criteria in the agentic AI-based care orchestration space.

RECOGNITION CRITERIA	
Strategy Innovation	Customer Impact
Strategy Effectiveness	Price/Performance Value
Strategy Execution	Customer Purchase Experience
Competitive Differentiation	Customer Ownership Experience
Executive Team Alignment	Customer Service Experience
Stakeholder Integration	Brand Equity

The Transformation of the Agentic AI-based Care Orchestration Industry

The agentic artificial intelligence (AI)-based care orchestration industry is evolving as healthcare organizations move AI from experimental initiatives into production-grade clinical and administrative workflows. AI, machine learning, cloud computing, automation, Internet of Things, and advanced data platforms are becoming essential components of modern healthcare infrastructure. As adoption accelerates, the primary challenge is shifting from developing advanced algorithms to operationalizing AI at scale through secure infrastructure, interoperability, governance, and continuous monitoring.

Healthcare organizations face increasing complexity as they integrate AI capabilities into existing technology environments. Infrastructure readiness, interoperability limitations, and governance requirements have emerged as key barriers to scaling AI solutions beyond pilot programs. Healthcare information technology (IT) environments must become AI-ready and capable of continuous performance monitoring to support reliable deployment across clinical workflows. Frost & Sullivan points out that vendors that cannot support production-level AI environments risk losing relevance as healthcare organizations prioritize scalable and operationally mature platforms.

The competitive landscape is also becoming more complex as traditional boundaries between healthcare IT vendors, managed cloud providers, hyperscale technology companies, and care delivery platforms continue to blur. Providers and payers increasingly seek fewer technology partners, integrated platforms, and single points of accountability, rather than fragmented solutions that require extensive integration.

As a result, vendors must continuously demonstrate the ability to simplify technology ecosystems and deliver coordinated solutions across multiple healthcare functions.

The growing demand for integrated healthcare platforms creates opportunities for vendors capable of orchestrating complex technology environments and providing end-to-end workflow automation. Companies that reduce operational complexity, enable interoperability, and support collaboration across healthcare stakeholders can capture greater market share. Ecosystem positioning is increasingly important, with neutral and interoperable platforms gaining trust among healthcare organizations seeking flexibility and reduced technology dependence.

Partnership-driven strategies are also becoming more valuable, as no single organization needs to own the entire technology stack. Collaborations among healthcare providers, cloud providers, AI companies, and specialized technology vendors can accelerate innovation and enable organizations to combine complementary capabilities.

Additionally, the industry is transitioning away from traditional software licensing and on-premises deployment models toward platform-based, subscription-based, and managed-service approaches. Healthcare organizations expect technology investments to demonstrate measurable outcomes related to operational efficiency, quality improvement, and clinical performance. Frost & Sullivan recognizes that vendors must therefore shift from monetizing initial implementations toward delivering continuous long-term value through scalable service models.

The rise of outcome-oriented business models further expands opportunities for agentic AI-based care orchestration providers. Healthcare organizations are adopting usage-based and performance-linked pricing structures that align technology investments with measurable improvements in efficiency, patient outcomes, and care delivery. Frost & Sullivan recognizes that the agentic AI-based care orchestration industry is moving toward integrated, outcome-driven platforms that combine intelligent automation, interoperability, and managed services to enable scalable, efficient, and value-based healthcare delivery.¹

Andor Health: Transforming Care through Agentic AI

Founded in August 2018 and headquartered in Orlando, Florida, Andor Health is an AI-native clinical services company that develops agentic AI solutions to improve care coordination, virtual care, and clinical workflow automation. Its flagship platform, ThinkAndor®, combines AI-powered observation, ambient documentation, care orchestration, and intelligent software agents to streamline communication and support decision-making across the healthcare continuum. The platform integrates with existing EHRs and clinical systems, enabling health systems to automate workflows, support virtual care delivery, and enhance operational efficiency without disrupting established processes. Andor Health serves healthcare providers through an interoperable, AI-native clinical services platform designed to improve patient outcomes, clinician productivity, and enterprise-wide care coordination.

Building a Unified Agentic AI Platform to Transform Care Delivery

Since its inception in 2018, Andor Health pursued a platform strategy that anticipated the emergence of agentic AI in healthcare. The company recognized that AI could do more than support isolated clinical

¹ *Growth Opportunities in the Global Healthcare IT Industry, 2026* (Frost & Sullivan, June 2026)

tasks and envisioned intelligent software agents that initiate interactions, coordinate care activities, and deliver relevant clinical information within existing collaboration environments.

While the majority of AI companies focused on feature-based experiences like physician documentation, ThinkAndor platform is the only platform that combines three core agentic capabilities designed to power last mile clinical workflows: patient observation, ambient clinical documentation, and care orchestration. Together, these capabilities enable AI agents to monitor clinical environments, generate documentation, and coordinate actions across the care continuum. Rather than identifying clinical events without follow-through, the platform orchestrates subsequent workflow steps by communicating with hospital systems, notifying care teams, creating service requests, and coordinating operational staff. This approach transforms AI from an observational tool into an active participant in healthcare operations.

“The platform combines three core capabilities: neural observation, ambient clinical documentation, and care orchestration. Together, these capabilities enable AI agents to monitor clinical environments, generate documentation, and coordinate actions across the care continuum.”

**- Marcos Ainchil,
BPR Analyst**

Andor Health designed its AI agents to support workflows across virtual care, inpatient settings, transitional care, and post-acute care while integrating with existing clinical systems. This integration allows organizations to enhance existing workflows while preserving familiar user experiences for clinicians and patients.

Over the 2025 to 2026 period, the company expanded this architecture by introducing a broader portfolio of specialized AI agents that address operational and

clinical use cases throughout the care continuum. These agents share a common orchestration framework, allowing healthcare organizations to deploy multiple AI-driven capabilities through a unified platform rather than implementing disconnected point solutions.

Creating a Resilient, Technology-agnostic Architecture

A key element of Andor Health’s competitive strategy centers on maintaining cloud independence across its agentic AI platform. Rather than relying on a single large language model or cloud provider, the company developed a patent-pending architecture that dynamically selects the most appropriate AI model for each clinical task. The platform selects the best foundation model for each request, allowing healthcare organizations to use AI from multiple providers without relying on a single technology ecosystem.

This multi-model approach also strengthens platform resilience and helps to reduce cost of ownership by enabling the most efficient foundation model. If a cloud provider experiences an outage or service degradation, the platform automatically redirects workloads to an alternative provider with minimal disruption. By abstracting the underlying AI infrastructure, Andor Health enables customers to adopt new AI innovations as they emerge while reducing technology lock-in and improving operational continuity.

The company applies a similar philosophy to its hardware strategy. The platform remains hardware-agnostic, allowing healthcare organizations to deploy and scale AI capabilities across different camera systems and connected devices. Rather than depending on proprietary equipment, Andor Health injects intelligent behaviors into existing hardware, enabling large-scale deployments while preserving

infrastructure flexibility. This approach supports enterprise implementations across thousands of hospital rooms.

Extending the Platform through AI-native Clinical Services

“A key element of Andor Health’s competitive strategy centers on maintaining technology independence across its agentic AI platform. Rather than relying on a single large language model or cloud provider, the company developed a patent-pending architecture that dynamically selects the most appropriate AI model for each clinical task.”

**- Nitin Manocha,
Senior Industry Analyst**

During 2025, Andor Health expanded its strategy beyond software by introducing AI native clinical services through its sister organization, Psynergy Health, that combine agentic AI with clinical operations. Instead of limiting its role to providing technology, the company increasingly assumes responsibility for measurable clinical outcomes. Its transitional care management services combine AI-driven patient engagement with access to AI trained clinical professionals, enabling health systems to extend care management capacity despite workforce

shortages. Customers can adopt either the technology platform alone or an integrated solution that combines software with clinical service delivery. Unlike traditional technology-enabled service providers that rely heavily on manual labor, the AI native services model embeds automation throughout clinical workflows to improve staff productivity while maintaining software-like operating economics. By increasing the number of patient interactions that clinicians can manage within the same period, the model supports greater operational efficiency while preserving high gross margins.

To further expand access to care, Andor Health partnered with its sister organization, Psynergy Health, an AI-native clinical services organization approved by the Centers for Medicare & Medicaid Services to participate in the ACCESS Model (Advancing Chronic Care with Effective, Scalable Solutions), serving Medicare beneficiaries nationwide. Both organizations, which are owned by Andor Ventures, partner with health systems to provide additional clinical capacity for chronic care management and other virtual care services, extending healthcare access into underserved and rural communities while complementing existing provider organizations.

The company also emphasizes financial sustainability by maintaining profitability while demonstrating documented return on investment through multiple validated customer deployments across diverse clinical use cases.

Scaling Intelligent Workflows Across the Care Continuum

The company emphasizes operational scalability as a core differentiator. While many AI solutions demonstrate success within limited pilot environments or individual departments, Andor Health designs every implementation with enterprise-wide expansion in mind. Deployment strategies address not only initial functionality but also the operational processes, governance, and workflow standardization required to extend AI capabilities across entire health systems. This disciplined approach enables organizations to scale AI adoption in a sustainable and repeatable manner.

Rather than positioning its platform as a replacement for existing technologies, Andor Health adopts an interoperability-first strategy. The platform integrates third-party hardware, clinical systems, and

specialized technologies already deployed by healthcare organizations. Customers can continue using existing cameras and smart room devices while benefiting from the platform's AI orchestration capabilities. This hardware-agnostic architecture protects prior technology investments and allows organizations to modernize workflows without replacing functioning infrastructure. Existing systems can remain operational during implementation, allowing organizations to transition to a unified platform as contracts expire, or operational priorities evolve while minimizing disruption.

Although the platform initially focused on operational and administrative workflows, Andor Health has expanded its capabilities to support point-of-care clinical decision-making across the entire care continuum, including ambulatory care and transitional care management. The company applies the same orchestration framework before, during, and after patient encounters, allowing AI agents to coordinate workflows while adapting recommendations to the specific clinical context. A key example is transitional care management. Recognizing that only a small percentage of eligible patients receive comprehensive post-discharge follow-up, Andor Health combines its AI platform with AI-native clinical services to increase care management capacity. The integrated model pairs intelligent workflow automation with a network of clinicians who use AI-generated insights to conduct transitional care management visits and coordinate ongoing patient care.

During these encounters, the platform automatically assembles clinically relevant information required for each stage of the visit. AI agents present patient risk assessments, discharge summaries, referral requirements, medication information, follow-up recommendations, and care transition plans within a unified workflow. Rather than requiring clinicians to retrieve information from multiple systems manually, the platform proactively surfaces relevant patient context, recommended actions, and workflow guidance based on the user's role and the patient's current clinical status. This contextual delivery of information reduces administrative effort while allowing clinicians to focus on patient care and retain responsibility for all clinical decisions.

The platform also supports role-based AI collaboration across population health and chronic disease management. It continuously analyzes patient-generated information, connected device data, care plans, and other clinical inputs to determine whether routine automated engagement is sufficient or whether escalation to a healthcare professional is necessary. For lower acuity situations, AI agents can communicate directly with patients through conversational interactions helping to triage and provide navigation to appropriate lines of care. When clinical intervention becomes appropriate, the platform assembles relevant patient information, summarizes recent changes, and provides recommended next steps before escalating the case to a care manager or clinician.

This layered intelligence model enables healthcare organizations to balance automation with human expertise while improving the efficiency of value-based care programs. By directing clinical attention toward patients who require intervention and automating lower complexity interactions, the platform helps organizations expand care management capacity without proportionally increasing staffing requirements.

Engaging Stakeholders to Strengthen Governance and Accelerate Innovation

Andor Health applies a multi-layered governance strategy to ensure that its AI models remain reliable, clinically appropriate, and aligned with specific healthcare workflows. As the platform operates across multiple cloud environments and foundation models, the company continuously evaluates model performance for each use case rather than assuming a single model performs equally well across all clinical scenarios. This validation process includes ongoing testing for accuracy, hallucinations, bias, and overall suitability before models support production workflows.

The company also emphasizes workflow-specific validation. Engineering teams assess how individual AI models perform within discrete clinical processes, ensuring that model selection reflects the operational requirements of each task. Human oversight remains an essential component of the governance framework. Although AI automates documentation and workflow orchestration, clinicians continue to review and validate AI-generated clinical documentation before it enters the EHR. Feedback from these reviews supports continuous model refinement while ensuring that clinical decisions remain under human supervision.

Andor Health incorporates stakeholder engagement into its product development strategy through multiple formal channels. A multidisciplinary advisory board that includes clinicians, healthcare executives, and policy experts guides emerging industry priorities, regulatory developments, and future care delivery models. This external perspective helps shape the company's long-term technology roadmap and ensures that product development aligns with evolving healthcare requirements.

Customer collaboration also plays an important role in product evolution. The company conducts regular executive business reviews with enterprise customers to understand strategic priorities, operational challenges, and emerging clinical needs. Product leadership participates directly in these discussions, allowing customer feedback to influence development priorities and accelerate the delivery of features that address common industry challenges.

To strengthen collaboration across its customer ecosystem, Andor Health established an annual user conference that brings together health system leaders, technology partners, and industry stakeholders. The event provides a structured forum for sharing product roadmaps, exchanging implementation experiences, and identifying recurring challenges across healthcare organizations.

The collaborative development model guides the expansion of the platform into new workflow domains. Customer and partner feedback drives initiatives such as AI-enabled prior authorization, where intelligent agents automate information gathering, coordinate interactions between provider and payer systems, and streamline approval workflows. The company also applies the same orchestration framework to remote telemetry management, using AI-driven observation to monitor patient status, identify opportunities to discontinue unnecessary telemetry, and support more efficient discharge planning.

Andor Health's emphasis on peer-reviewed clinical evidence strengthens market adoption. Independent validation through customer-published research provides healthcare organizations with greater confidence in the platform's clinical and operational impact. This evidence-based strategy accelerates purchasing decisions and encourages health systems to expand deployments from initial implementations

to enterprise-wide agreements across multiple facilities. The resulting expansion reflects growing confidence in the platform's ability to deliver consistent outcomes at scale.

Delivering Measurable Value through Customer Success and Enterprise Adoption

Customer growth also demonstrates the platform's long-term value. A significant share of new revenue comes from existing customers who continue to expand their use of the platform after initial deployment. This pattern indicates strong customer satisfaction and validates the company's strategy of delivering measurable operational improvements that encourage broader adoption across clinical departments.

Beyond technology implementation, Andor Health works closely with healthcare organizations to develop governance structures and deployment roadmaps that support enterprise AI adoption. The company collaborates with health systems to establish AI steering committees, identify high-value implementation priorities, and define phased expansion strategies based on each organization's operational needs. This consultative approach helps customers accelerate time to value while creating repeatable implementation frameworks that support long-term adoption.

The unified platform architecture also enables health systems to consolidate multiple standalone technologies into a single integrated environment. By reducing the number of point solutions and system integrations required to support virtual care, documentation, observation, and workflow orchestration, organizations can lower total cost of ownership while simplifying technology management and improving operational efficiency.

Andor Health reinforces customer engagement through a dedicated executive sponsorship model in which every customer works with a senior company representative who maintains ongoing communication with organizational leadership. These sponsors advocate customer priorities, monitor implementation progress, and ensure that product improvements and operational opportunities receive executive-level attention. This structure strengthens long-term relationships while supporting continuous alignment between customer objectives and platform development.

Advancing Healthcare Performance Through Enterprise Implementations

Sentara is an integrated healthcare system that operates hospitals and care facilities across Virginia and North Carolina, serving millions of patients through a broad network of clinical services. Sentara deployed ThinkAndor's® virtual nursing model across more than 2,500 medical-surgical, intermediate care, and intensive care unit rooms throughout its health system. The implementation improved length of stay and patient throughput, contributing to a 70% increase in early discharges. By automating administrative and coordination tasks, the platform returned more than 38,000 nursing hours to direct bedside care, enabling nurses to practice at the top of their licenses. The deployment also strengthened workforce engagement, with more than 87% of nurses reporting high satisfaction, while patient experience scores, including Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) results, improved by 5% across all 12 hospitals.²

² Andor Health Peer Reviewed Publications (July 2026)

Orlando Health is a private healthcare organization headquartered in Florida that operates a large network of hospitals, specialty institutes, and outpatient care centers. At Orlando Health, ThinkAndor's® virtual nursing platform generated measurable operational, financial, and clinical improvements. The solution saved more than 3.5 hours per shift per ward, while reducing average patient admission time by 18 minutes. Workflow automation eliminated approximately 180 electronic health record clicks during each bedside admission and reduced documentation steps for procedures to 29 clicks and magnetic resonance imaging (MRI) workflows to 49 clicks. These efficiencies increased nursing capacity by 40%, allowing clinical staff to dedicate more time to patient care. The deployment also achieved zero patient harm events, reduced patient falls by 70% in high-utilization areas, lowered length of stay and readmissions by 10%, and generated approximately \$1.2 million in quarterly savings through the platform-based approach.³

Medical University of South Carolina (MUSC) Health is the clinical enterprise of the Medical University of South Carolina, providing academic, specialty, and community healthcare services through a statewide hospital and physician network. In approximately 2.5 years, MUSC Health expanded its ThinkAndor®-enabled virtual nursing program from 5 inpatient units to 57 units across four regions, supporting more than 23,500 virtual nursing encounters and creating capacity equivalent to approximately 10.2 full-time nursing positions. The program reduced overall workload for 87% of bedside nurses, while 76% reported spending less time documenting admissions and discharges and 68% reported having more time for patient rounding. Bedside nurse satisfaction averaged 4.41 out of 5, and 100% of virtual nurses reported being satisfied or very satisfied with the program. Across early adopter units, MUSC also achieved approximately \$2.4 million in estimated savings from reduced nurse turnover while improving discharge efficiency, reducing average discharge time from 2.8 to 2.7 hours as the program expanded statewide.⁴

Conclusion

By combining agentic artificial intelligence (AI), intelligent workflow orchestration, and AI-native clinical services within a unified platform, Andor Health establishes a differentiated approach to healthcare transformation. Its strategy emphasizes measurable clinical and operational outcomes, interoperability, and enterprise scalability while enabling health systems to modernize care delivery without disrupting existing infrastructure. Through continuous innovation, strong stakeholder collaboration, rigorous AI governance, and independently validated customer results, the company demonstrates sustained leadership in the evolving healthcare AI market. These achievements position Andor Health as a deserving recipient of this recognition for advancing agentic AI-based care orchestration across the healthcare continuum.

With its strong overall performance, Andor Health earns the 2026 Frost & Sullivan North American Competitive Strategy Leadership Recognition in the agentic AI-based care orchestration industry.

³ Ibid.

⁴ https://telehealthcoe.org/wp-content/uploads/2026/06/MUSC-Virtual-Nursing-Report_2026-05_b.pdf

What You Need to Know about the Competitive Strategy Leadership Recognition

Frost & Sullivan's Competitive Strategy Leadership Recognition identifies the company with a standout approach to achieving top-line growth and a superior customer experience.

Best Practices Recognition Analysis

For the Competitive Strategy Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

Strategy Innovation

Strategy Effectiveness: Effective strategy balances short-term performance needs with long-term aspirations and overall company vision

Strategy Execution: Company strategy utilizes best practices to support consistent and efficient processes

Competitive Differentiation: Solutions or products articulate and display unique competitive advantages

Executive Team Alignment: Executive team focuses on staying ahead of key competitors via a unified execution of its organization's mission, vision, and strategy

Stakeholder Integration: Company strategy reflects the needs or circumstances of all industry stakeholders, including competitors, customers, investors, and employees

Customer Impact

Price/Performance Value: Products or services offer the best ROI and superior value compared to similar market offerings

Customer Purchase Experience: Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

Customer Ownership Excellence: Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

Customer Service Experience: Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

VALUE IMPACT			
STEP		WHAT	WHY
1	Opportunity Universe	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	Transformational Model	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	Ecosystem	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	Growth Generator	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	Growth Opportunities	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	Frost Radar	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	Best Practices	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	Companies to Action	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

