

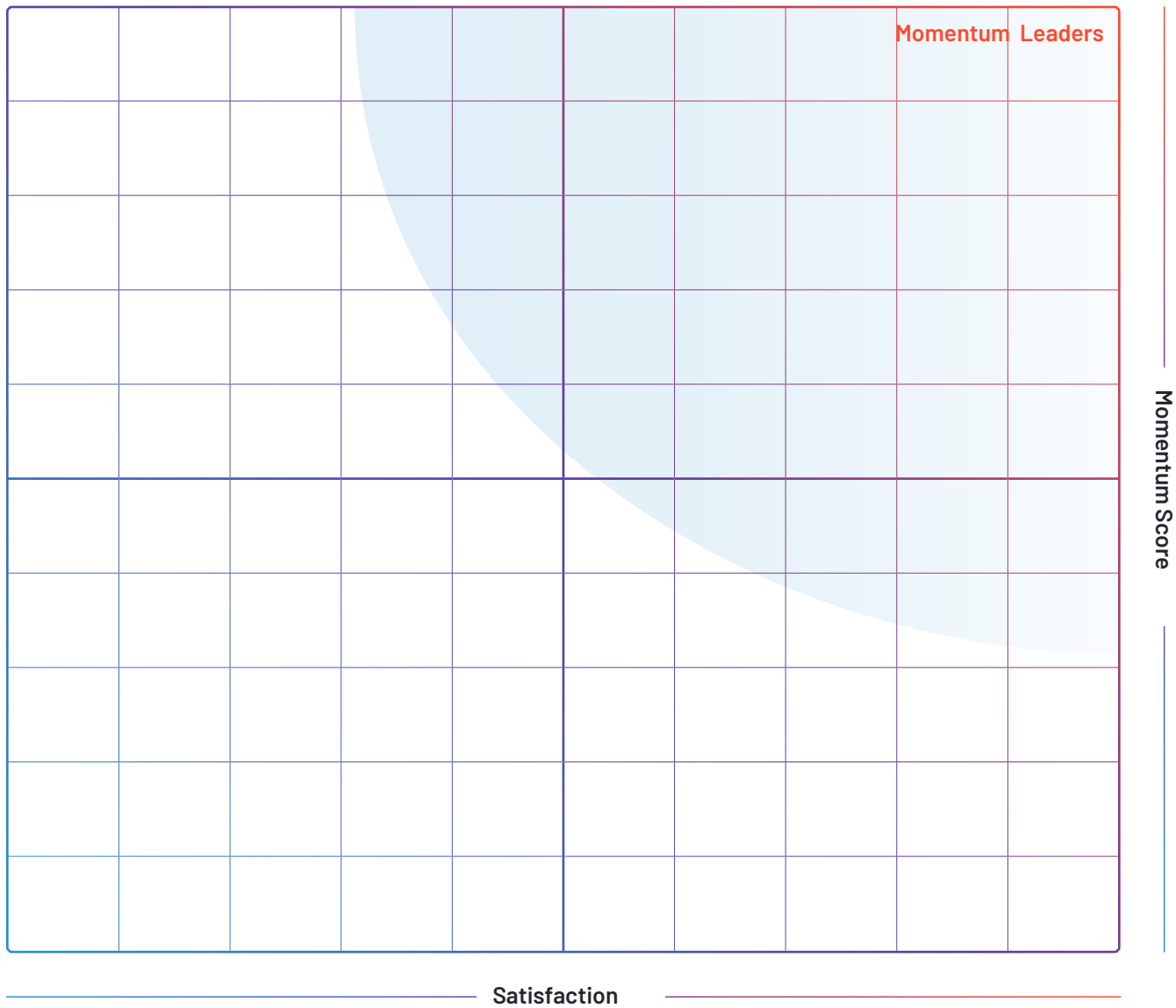
Momentum Grid[®] Report for Clinical Communication and Collaboration

Spring 2024



Trending Clinical Communication and Collaboration Software

Momentum scores for Clinical Communication and Collaboration are shown below. The Momentum Grid[®] highlights each product's Momentum score on the vertical axis and the product's Satisfaction score on the horizontal axis. These scores are based on G2's Satisfaction and Momentum algorithms. Products with a top 25% Momentum Grid[®] score are shown within the shaded area below.



G2 Momentum Grid[®] Scoring

(Trending Clinical Communication and Collaboration Software continues on next page)

Trending Clinical Communication and Collaboration Software (continued)

Clinical Communication and Collaboration Momentum Grid® Description

A product's Momentum score is calculated by a proprietary algorithm that factors in social, web, employee, and review data that G2 has deemed influential in a company's momentum. Software buyers can compare products in the Clinical Communication and Collaboration category according to their Momentum and Satisfaction scores to streamline the buying process and quickly identify trending products. For sellers, media, investors, and analysts, the Momentum Grid® provides benchmarks for product comparison and market trend analysis. Badges are awarded to products with the top Momentum Grid® scores.

Products included in the Momentum Grid® for Clinical Communication and Collaboration have received a minimum of 10 reviews. There must also be at least a year of G2 data for the product to be included. These ratings may change as the products are further developed, the sellers grow, and additional opinions are shared by users; a new Momentum Grid® report will be issued for this category as significant data is collected.

Clinical Communication and Collaboration Software Definition

Clinical communication and collaboration (CC&C) systems coordinate activities and data flow between clinicians, nurses, physicians, and other medical professionals. CC&C software securely integrates with clinical systems like [EHR software](#) (supplementing existing patient data with additional documents, images, and messaging), [medical staff scheduling software](#) (providing visibility about the availability of on-campus and on-call staff), and healthcare IT systems (enhancing workflow and improving care transitions).

Hospitals, [ancillary care providers](#), and clinical laboratories can leverage CC&C solutions to reduce referral leakage and rate of readmissions, and ensure interoperability between systems. With a CC&C platform deployed, health care organizations and practices can maintain patient data, facilitate real-time collaboration, reduce inefficiency and gaps, achieve patient safety and satisfaction, and preserve profitability.

While CC&C software products are designed to improve communication between medical staff to positively impact the provision and delivery of care, [HIPAA compliant messaging software](#) provides a secure messaging solution to facilitate provider-patient communication.

To qualify for inclusion in the Clinical Communication and Collaboration (CC&C) category, a product must:

- ▶ Promote and facilitate real-time communication between clinicians and medical staff
- ▶ Collect, store, and share patient data, documents, images, and information between health care professionals and systems
- ▶ Be used on a variety of mobile devices or cloud technologies
- ▶ Adhere to industry compliance and standards such as Health Insurance Portability and Accountability Act (HIPAA) and Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores



Momentum Scores for Clinical Communication and Collaboration

The table below shows the Momentum, Satisfaction, and Momentum Grid® scores that determine seller placement on the Momentum Grid®.

Momentum Leaders

	Momentum Score	Satisfaction Score	Momentum Grid® Score
Buzz Medical Messenger	61	84	71
TigerConnect Clinical Collaboration Platform	49	96	64
Celo	47	58	52

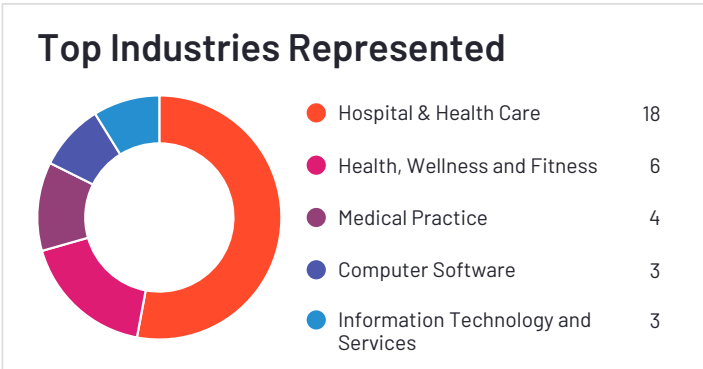
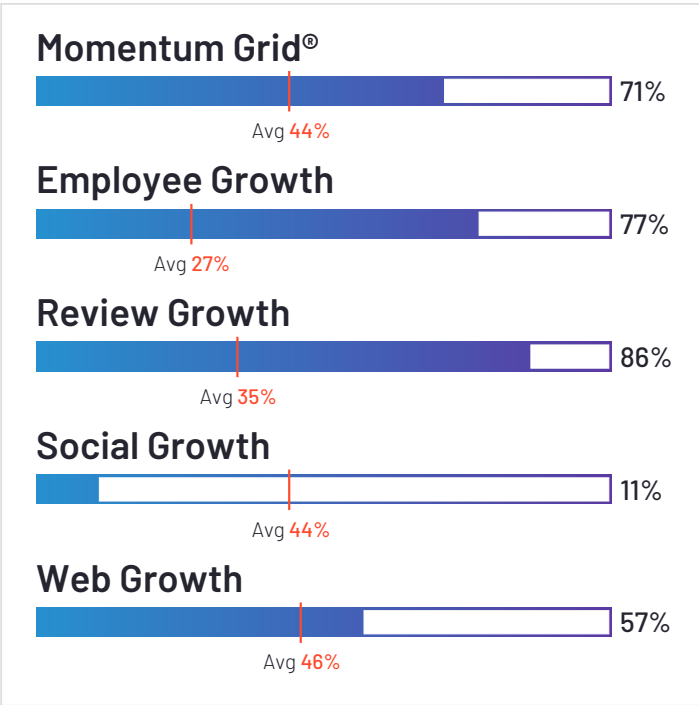
Other Clinical Communication and Collaboration Products

symplr Clinical Communications	40	59	49
Vocera Platform	51	44	48
Hucu.ai	26	64	41
OnPage	26	59	40
RXNT	60	15	34
Verizon	13	37	24
Trillian	6	38	20



Buzz Medical Messenger

5.0 ★★★★★ (61)

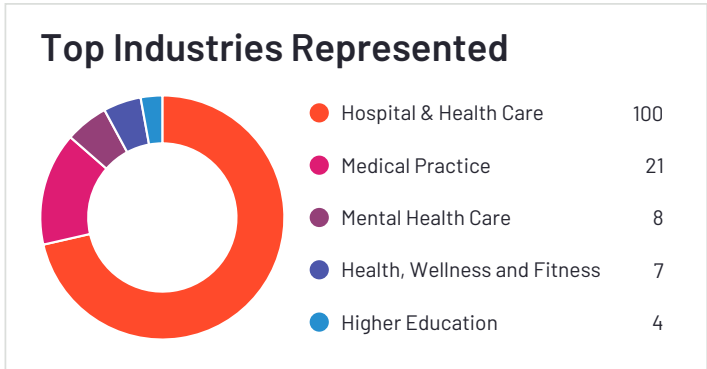
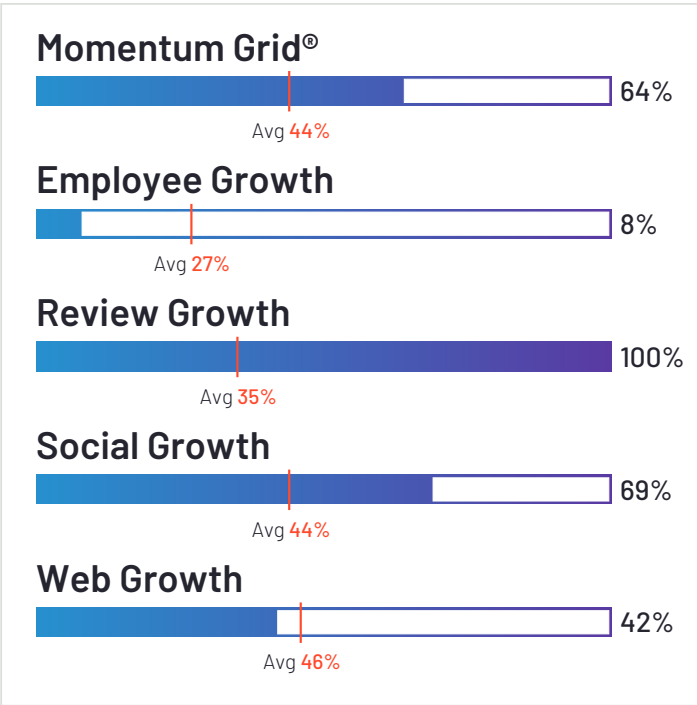


<p>Ownership Skyscape®</p>	<p>HQ Location Marlborough, MASSACHUSETTS</p>	<p>Year Founded 1993</p>	<p>Employees (Listed On LinkedIn) 122</p>	<p>Company Website buzz.skyscape.com</p>
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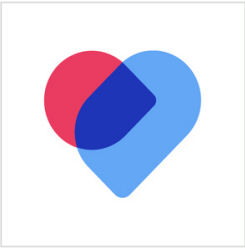


TigerConnect Clinical Collaboration Platform

4.5 ★★★★★ (192)

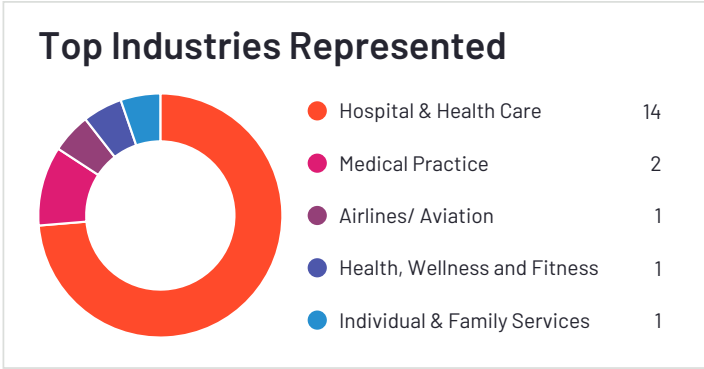
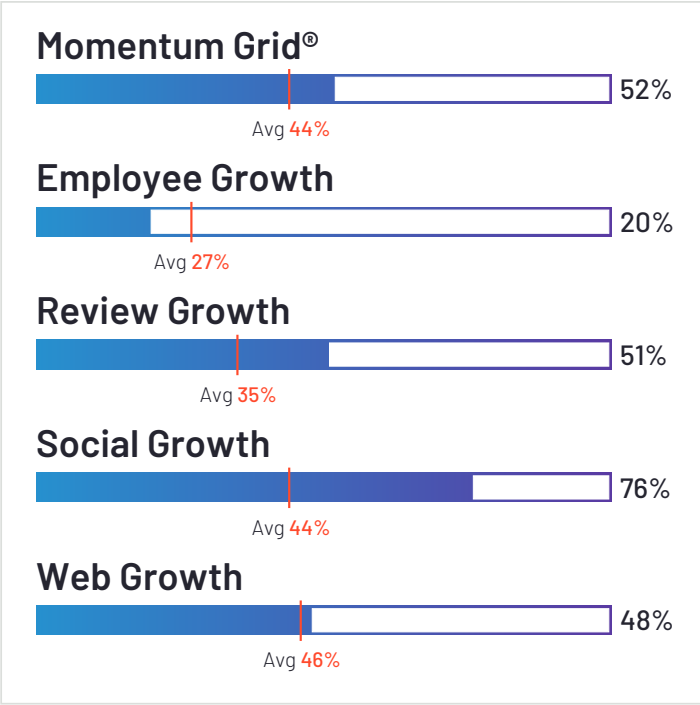


 Ownership TigerConnect	 HQ Location Santa Monica, CA	 Year Founded 2010	 Employees (Listed On LinkedIn) 289	 Company Website tigerconnect.com
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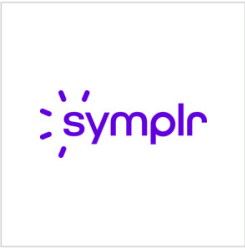


Celo

4.7 ★★★★★ (29)

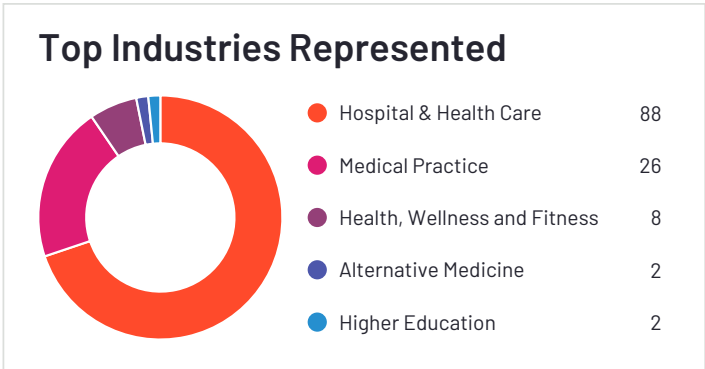
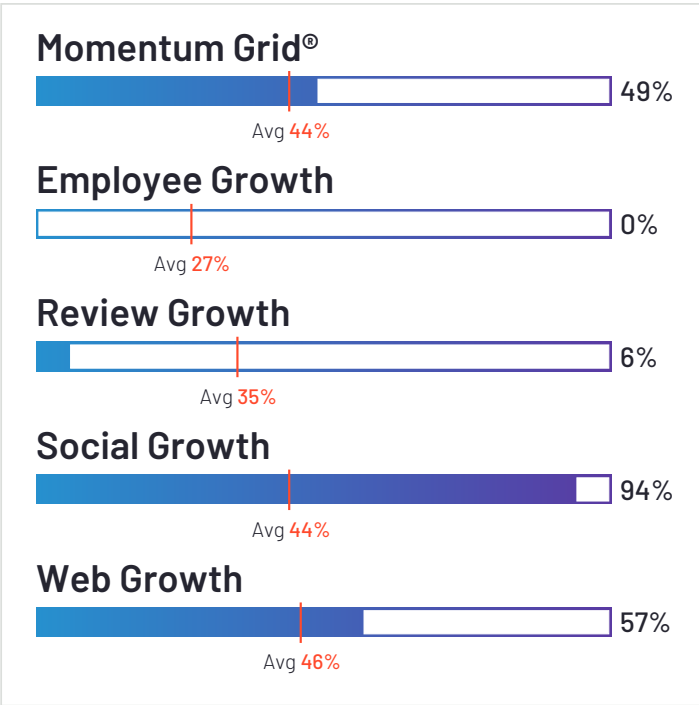


Ownership Celo Health	HQ Location Seattle, Washington	Year Founded 2016	Employees (Listed On LinkedIn) 31	Company Website celohealth.com



symlr Clinical Communications

4.5 ★★★★★ (144)

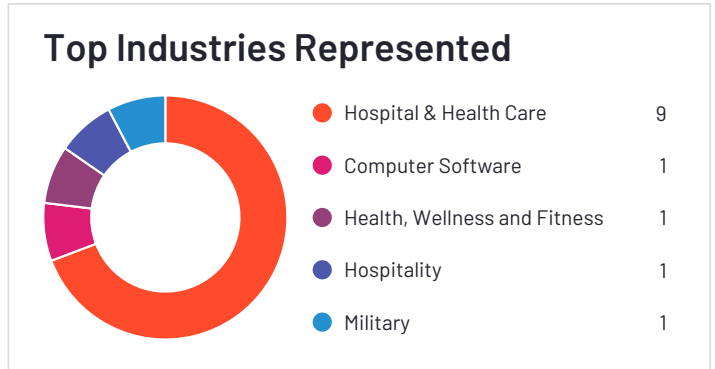
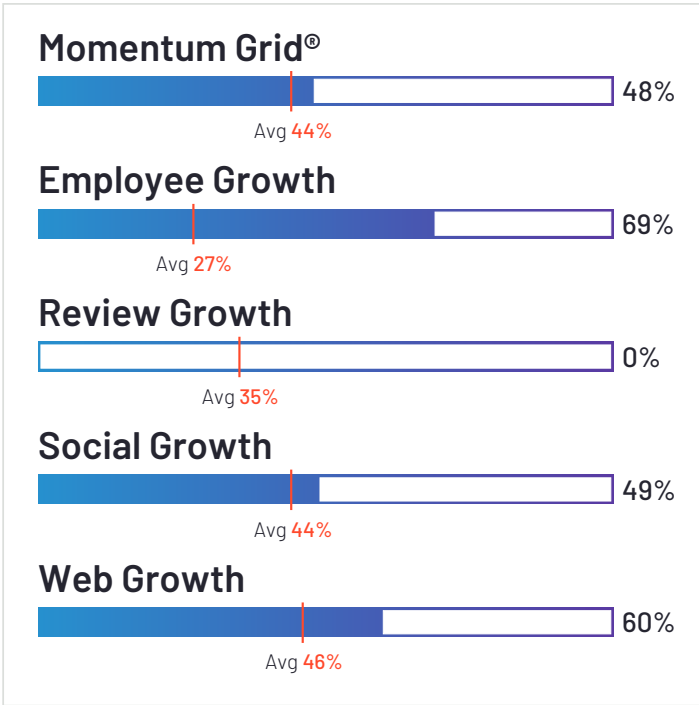


 Ownership symlr	 HQ Location Houston, Texas	 Year Founded 2006	 Employees (Listed On LinkedIn) 1,575	 Company Website www.symlr.com
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Vocera Platform

4.3 ★★★★★ (14)

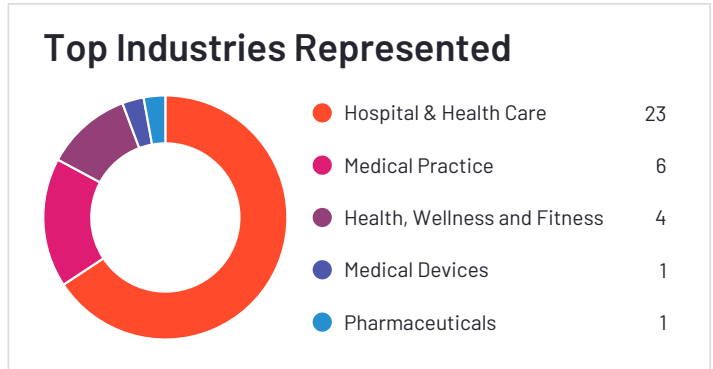
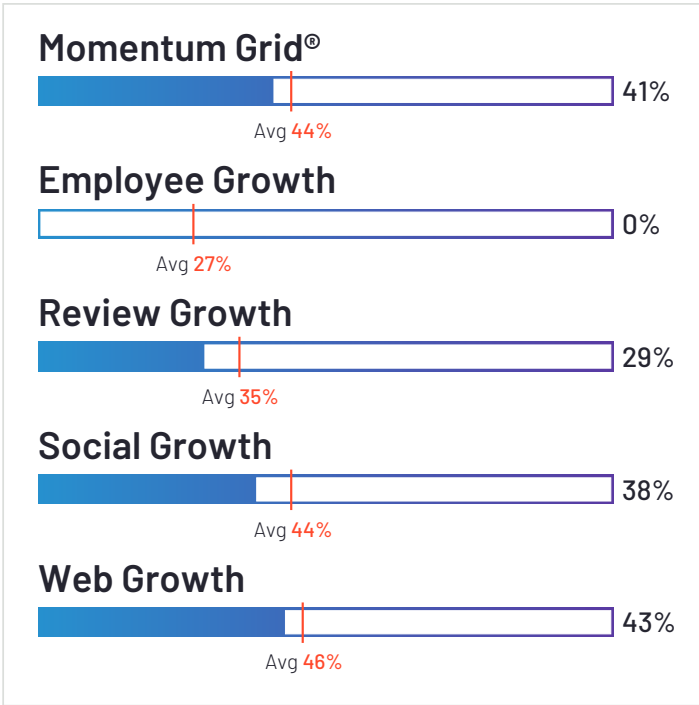


<p>Ownership Vocera Communications</p>	<p>HQ Location San Jose, CA</p>	<p>Year Founded 2000</p>	<p>Employees (Listed On LinkedIn) 406</p>	<p>Company Website www.vocera.com</p>
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Hucu.ai

4.4 ★★★★★ (41)

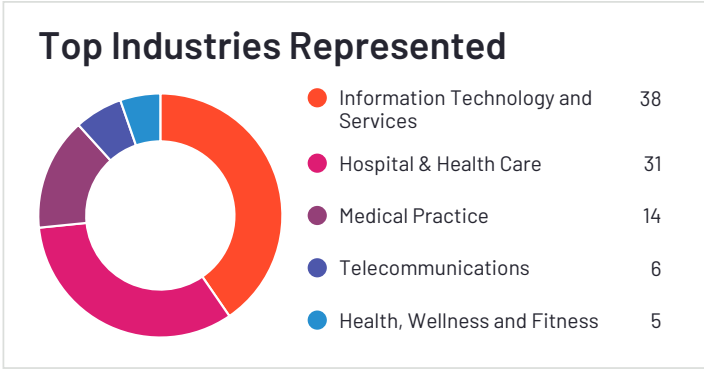
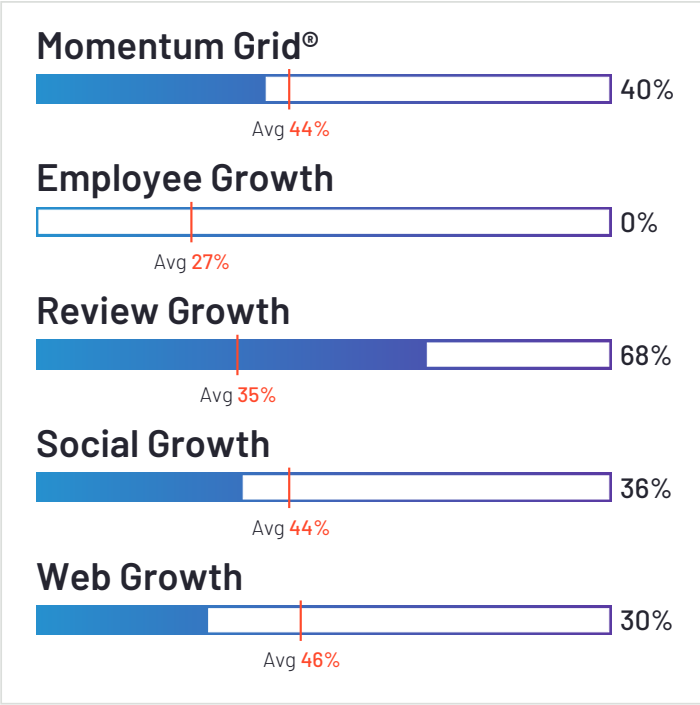


<p>Ownership Hucu.ai</p>	<p>HQ Location Chicago, Illinois</p>	<p>Year Founded 2019</p>	<p>Employees (Listed On LinkedIn) 23</p>	<p>Company Website www.hucu.ai</p>
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OnPage

4.3 ★★★★★ (230)

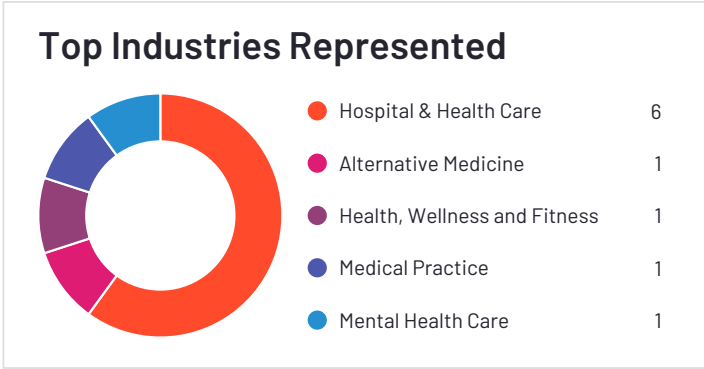
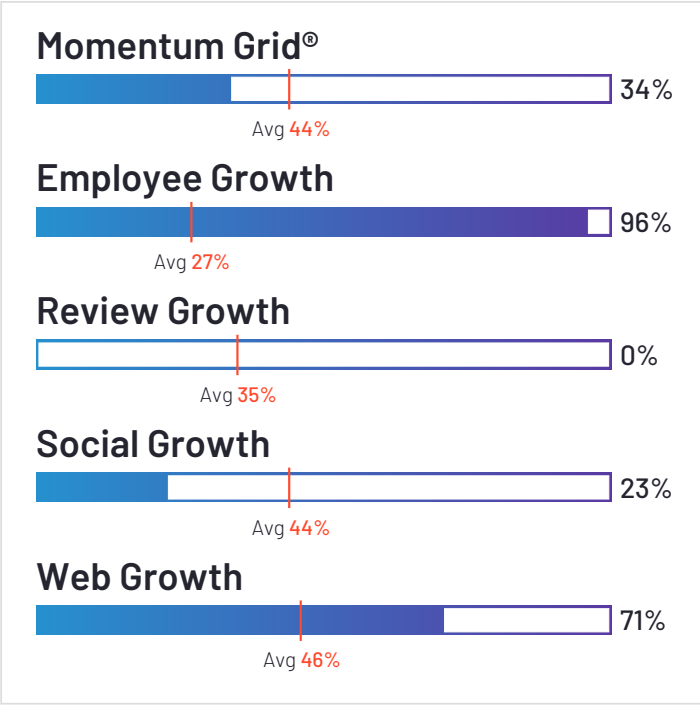


<p>Ownership OnPage</p>	<p>HQ Location Waltham, MA</p>	<p>Year Founded 1997</p>	<p>Employees (Listed On LinkedIn) 30</p>	<p>Company Website www.onpage.com</p>
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RXNT

4.2 ★★★★★ (53)

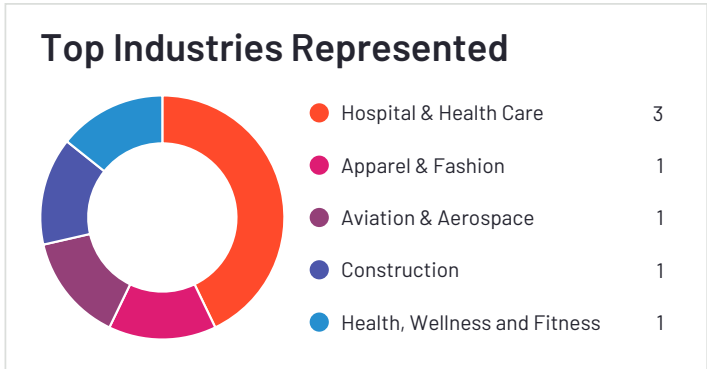
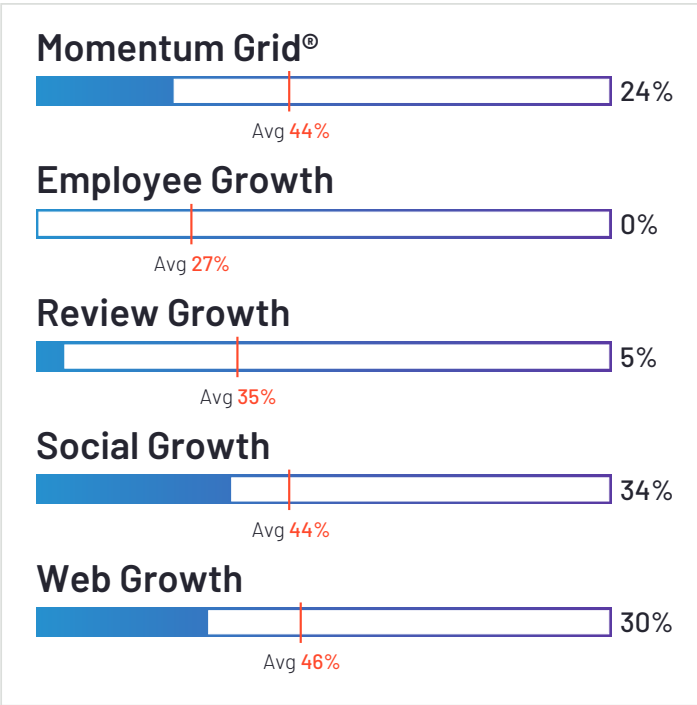


<p>Ownership RXNT</p>	<p>HQ Location Annapolis, Maryland</p>	<p>Year Founded 1999</p>	<p>Employees (Listed On LinkedIn) 106</p>	<p>Company Website www.rxnt.com</p>
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Verizon Healthcare IT Solutions

3.1 ★★★★★ (12)

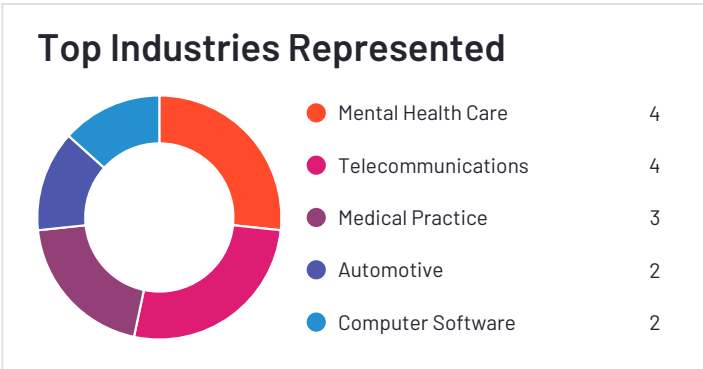
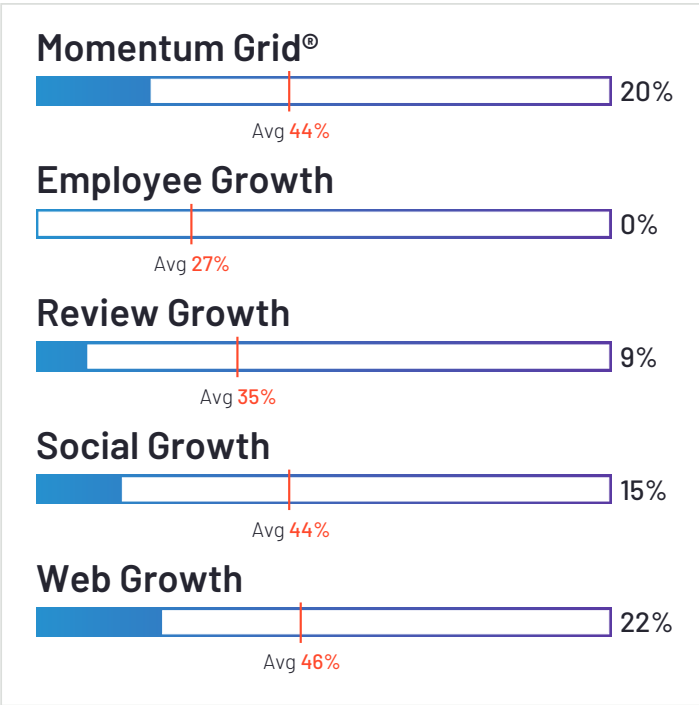


Ownership Verizon	HQ Location Basking Ridge, NJ	Year Founded 1983	Employees (Listed On LinkedIn) 93,850	Company Website verizon.com



Trillian

4.4 ★★★★★ (112)



<p>Ownership Cerulean Studios</p>	<p>HQ Location Brookfield, CT</p>	<p>Year Founded 1998</p>	<p>Employees (Listed On LinkedIn) 2</p>	<p>Company Website trillian.im</p>
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Seller Information

Data on each product's seller is highlighted below. Data is aggregated from various public data sources.

Momentum Leaders

	Year Founded	Revenue (\$MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating	Alexa Web Traffic Rank
Buzz Medical Messenger	1993	N/A	122	8,353	1,905	4.1	1648374
TigerConnect Clinical Collaboration Platform	2010	N/A	289	17,791	4,138	3.5	158660
Celo	2016	N/A	31	3,624	220	N/A	0

Other Clinical Communication and Collaboration Products

	Year Founded	Revenue (\$MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating	Alexa Web Traffic Rank
sympplr Clinical Communications	2006	N/A	1,575	30,859	543	3.6	229927
Vocera Platform	2000	N/A	406	19,230	3,397	3.8	866546
Hucu.ai	2019	N/A	23	2,811	229	4.7	877949
OnPage	1997	N/A	30	3,520	1,126	4.2	3612397
RXNT	1999	N/A	106	5,825	132	4.4	215211
Verizon Healthcare IT Solutions	1983	\$128,292	93,850	1,283,363	1,585,496	3.8	970
Trillian	1998	N/A	2	82	8,651	4.0	349704

* N/A is displayed when data for that seller is not publicly available.



Momentum Grid® Methodology

G2 rates products based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. The Momentum Grid® for Clinical Communication and Collaboration is based on scores calculated using the G2 Satisfaction algorithm v3.0 and the G2 Momentum algorithm v1.0 from reviews collected through March 05, 2024.

Satisfaction Methodology

The satisfaction rating is affected by the following:

- ▶ Customer satisfaction with end user-focused product attributes based on user reviews
- ▶ Popularity and statistical significance based on the number of reviews received by G2
- ▶ Quality of reviews received (reviews that are more thoroughly completed will be weighted more heavily)
- ▶ Age of reviews (more-recent reviews provide relevant and up-to-date information that is reflective of the current state of a product)
- ▶ Customers' satisfaction with administration-specific product attributes based on user reviews
- ▶ Overall customer satisfaction and Net Promoter Score® (NPS) based on ratings by G2 users

*The customer Satisfaction score is normalized for each Grid®, meaning the scores are relative.

Momentum Methodology

Each variable is normalized by category and aggregated to create a Momentum score. The inputs impacting G2's Momentum score are as follows:

- ▶ Employee growth, review growth, social growth, and web growth
- ▶ Year-over-year change

Categorization Methodology

Making G2 research relevant and easy for people to use as they evaluate and select business software products is one of our most important goals. In support of that goal, organizing products and software companies in a well-defined structure that makes capturing, evaluating, and displaying reviews and other research in an orderly manner is a critical part of the research process.

To manage the process of categorizing the software products and the related reviews in the G2 community, G2 follows a publicly available [categorization methodology](#). All products appearing on the Momentum Grid® for Clinical Communication and Collaboration have passed through G2's categorization methodology and meet G2's category standards.

Many terms that appear regularly across G2 and are used to aid in product categorization warrant a definition to facilitate buyer understanding. These terms may be included within reviews from the G2 community or in executive summaries for products included on the Grid®.

A [list of standard definitions](#) is available to G2 users to eliminate confusion and ease the buying process.

(Momentum Grid® Methodology continues on next page)

** Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.



Momentum Grid® Methodology (continued)

Rating Changes and Dynamics

The ratings in this report are based on a snapshot of the user reviews and social data collected by G2 up through March 05, 2024. The ratings may change as the products are further developed, the sellers grow, and additional opinions are shared by users. G2 updates the ratings on its website in real time as additional data is received, and this report will be updated as significant data is received.

Trust

Keeping our ratings unbiased is our top priority. We require the use of a LinkedIn account to validate a G2 user's identity and employer. Additionally, we verify all reviews manually. We do not allow users to rate their employers' products or those of their employers' competitors. Though we share reviews from business partners (they often contain valuable content), we filter out business partner ratings in our aggregate ratings to avoid bias.

Our G2 staff does not add any subjective input to the ratings, which are determined algorithmically based on data aggregated from publicly available online sources and social networks. Sellers cannot influence their ratings by spending time or money with us. Only the opinion of real users and data from public sources factor into the ratings.

G2 may occasionally offer incentives for honest reviews to help us gather a full and accurate data set. These incentives are offered as thank-yous for approved reviews. Incentives are never conditioned upon the substance of the review, positive or negative. Each such incentivized review is disclosed with an "Incentivized Review" banner.