

Clinical Communication and Collaboration Software (continued)

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

Mid-Market Clinical Communication and Collaboration Grid® Scoring Description

Products shown on the Mid-Market Grid® for Clinical Communication and Collaboration have received a minimum of 10 reviews/ratings in data gathered by June 04, 2024. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, seller size, and social impact) and placed into four categories on the Grid®:

- ▶ Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores. Leaders include: [TigerConnect Clinical Collaboration Platform](#) and [symplr Clinical Communications](#)
- ▶ High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: [OnPage](#), [Hucu.ai](#), and [Celo](#)
- ▶ Contender products have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings.
- ▶ Niche products have relatively low Satisfaction scores and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Niche products include: [Trillian](#) and [Buzz Medical Messenger](#)



Grid® Scores for Mid-Market Clinical Communication and Collaboration Software

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Mid-Market Grid®. To learn more about each of the products, please see the profile section.

Leaders

	# of Reviews	Satisfaction	Market Presence	G2 Score
TigerConnect Clinical Collaboration Platform	59	91	96	94
symplr Clinical Communications	47	51	60	55

High Performers

OnPage	48	53	40	46
Hucu.ai	19	54	13	33
Celo	10	58	6	32

Niche

Trillian	27	39	21	30
Buzz Medical Messenger	11	7	45	26

* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.



Grid® Methodology

Grid® Rating Methodology

The Grid® represents the democratic voice of real software users, rather than the subjective opinion of one analyst. G2 rates products from the Clinical Communication and Collaboration category algorithmically based on data sourced from product reviews shared by G2 users and data aggregated from online sources and social networks.

Technology buyers can use the Grid® to help them quickly select the best products for their businesses and to find peers with similar experiences. For sellers, media, investors, and analysts, the Grid® provides benchmarks for product comparison and market trend analysis.

Segmented Grid® Scoring Methodology

When viewing a Grid® by segment size, the same Grid® scoring methodology applies. However, the review data used is only from reviewers who are employed by a company within a particular company segment.

G2 uses the following definitions for company segments:

- ▶ Small-Business Review: A review from someone who works at a company with 50 or fewer employees
- ▶ Mid-Market Review: A review from someone who works at a company with 51-1,000 employees
- ▶ Enterprise Review: A review from someone who works at a company with 1,001+ employees

Grid® Scoring Methodology

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique algorithm (v3.0) to this data to calculate the Satisfaction and Market Presence scores in real time. The Mid-Market Grid® Report for Clinical Communication and Collaboration | Summer 2024 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through June 04, 2024. To view the Clinical Communication and Collaboration Grid® with the most recent data, please visit the [Clinical Communication and Collaboration](#) page. For more details on Grid® Scoring, please view the [G2 Scoring Methodology here](#).

Grid® 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 Grid® 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.

(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.



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 June 04, 2024. The ratings may change as the products are further developed, the sellers grow, and as 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. By improving their products and support and/or by having more satisfied customer voices heard, Contenders may become Leaders and Niche sellers may become High Performers.

Trust

Keeping our ratings unbiased is our top priority. We require the use of a LinkedIn account or verified business email address to validate a G2 user's identity and employer. We also validate users by partnering with sellers and organizations to securely authenticate users through select platforms. We do not allow users to review their current or former employers' products, or those of their employers' competitors. Additionally, all reviews are manually checked by our team after our algorithm filters out reviews that don't meet our submission requirements. All reviews must pass our moderation process before they are published.

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.

Grid® Inclusion Criteria

All products in a G2 category that have at least 10 reviews from real users of the product are included on the Grid®. Inviting other users, such as colleagues and peers, to join G2 and share authentic product reviews will accelerate this process.

If a product is not yet listed on G2 and it fits the market definition above, then users are encouraged to [suggest its addition](#) to our [Clinical Communication and Collaboration category](#).

Product Profiles

Product profiles and detailed charts are included for products with 10 or more reviews.



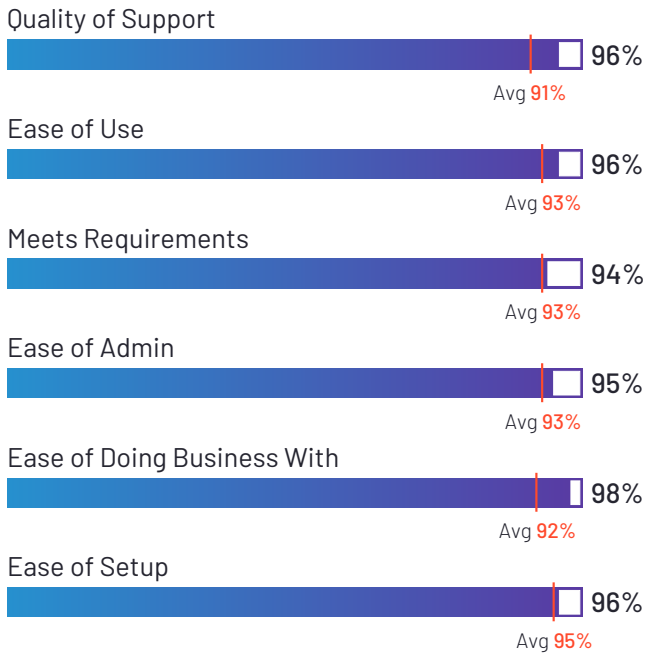
TigerConnect Clinical Collaboration Platform

4.5 ★★★★★ (193)



TigerConnect Clinical Collaboration Platform has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. TigerConnect Clinical Collaboration Platform has the largest Market Presence and received the highest Satisfaction score among products in Clinical Communication and Collaboration. 95% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend TigerConnect Clinical Collaboration Platform at a rate of 92%. TigerConnect Clinical Collaboration Platform is also in the Medical Staff Scheduling, HIPAA Compliant Messaging, and Patient Engagement categories.

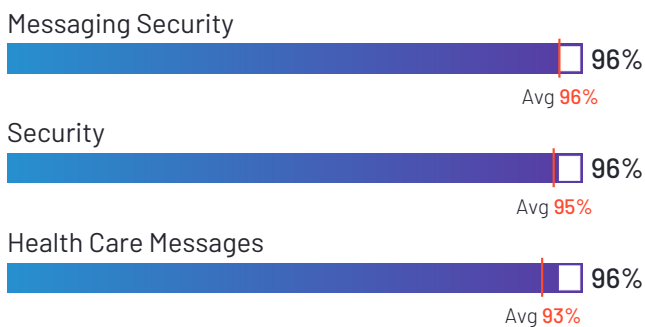
Satisfaction Ratings



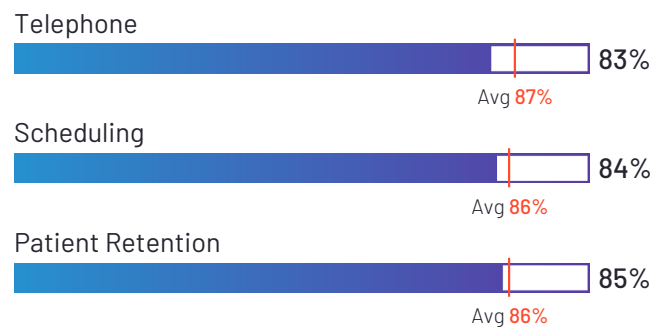
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
TigerConnect



HQ Location
Santa Monica, CA



Year Founded
2010



Employees (Listed On LinkedIn)
310



Company Website
tigerconnect.com



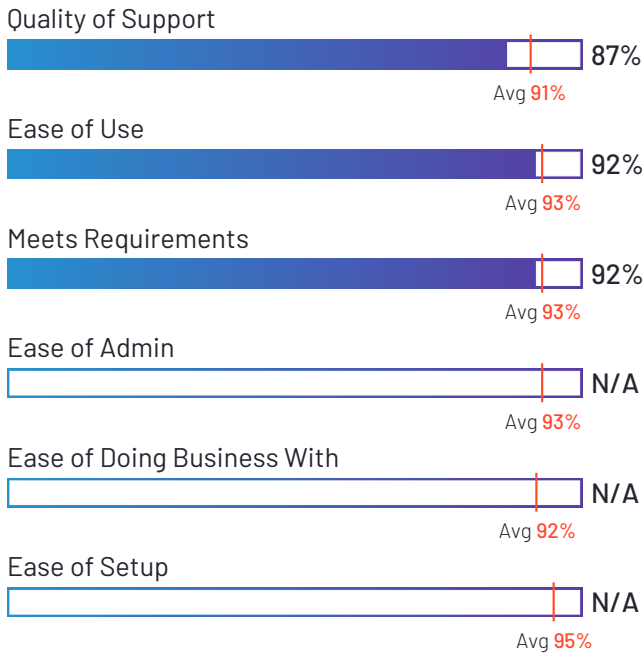
symplr Clinical Communications

4.5 ★★★★★ (144)



symplr Clinical Communications has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 83% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend symplr Clinical Communications at a rate of 85%. symplr Clinical Communications is also in the HIPAA Compliant Messaging category.

Satisfaction Ratings

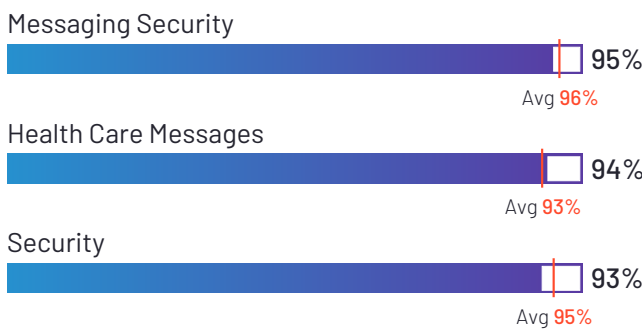


*N/A is displayed when fewer than five responses were received for the question.

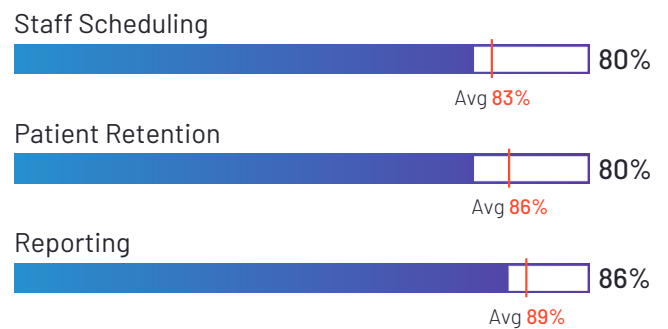
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
symplr



HQ Location
Houston, Texas



Year Founded
2006



Employees (Listed
On LinkedIn)
1,692



Company Website
www.symplr.com



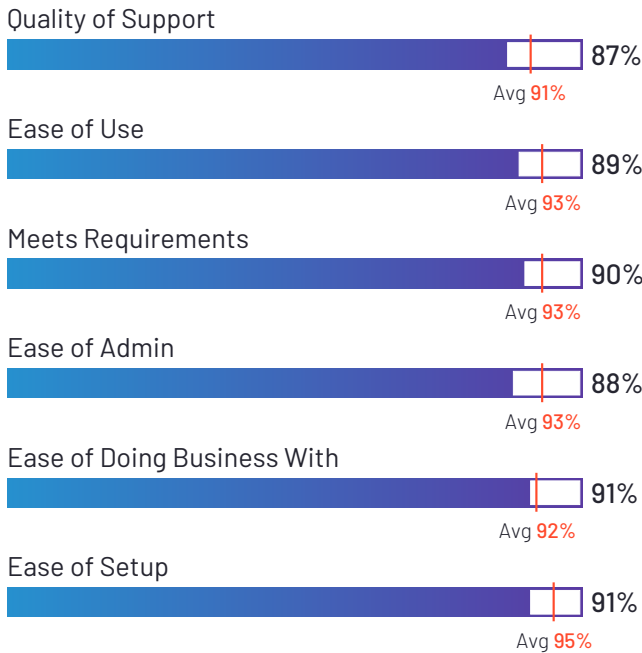
OnPage

4.4 ★★★★★ (248)



OnPage has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 94% of users rated it 4 or 5 stars, 79% of users believe it is headed in the right direction, and users said they would be likely to recommend OnPage at a rate of 85%. OnPage is also in the IT Alerting and Incident Management categories.

Satisfaction Ratings



Top Industries Represented



Ownership
OnPage



HQ Location
Waltham, MA



Year Founded
1997



Employees (Listed On LinkedIn)
32



Company Website
www.onpage.com



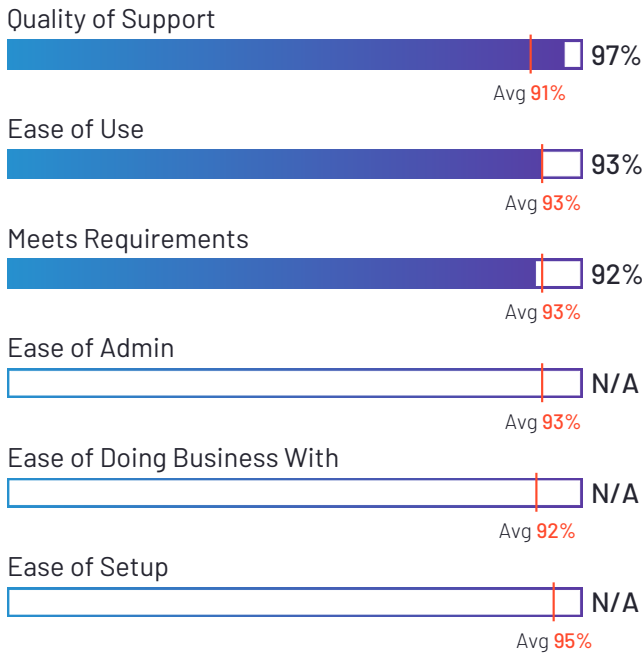
Hucu.ai

4.5 ★★★★★ (44)



Hucu.ai has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 95% of users rated it 4 or 5 stars, 82% of users believe it is headed in the right direction, and users said they would be likely to recommend Hucu.ai at a rate of 87%. Hucu.ai is also in the HIPAA Compliant Messaging category.

Satisfaction Ratings

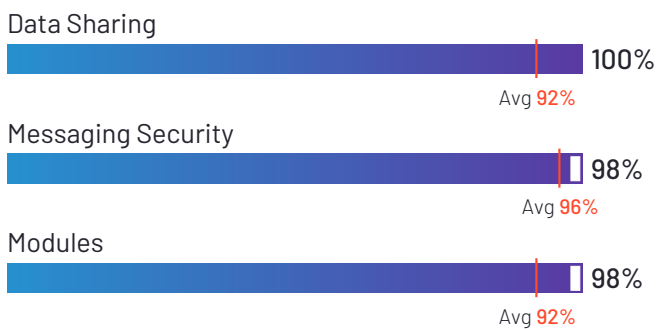


*N/A is displayed when fewer than five responses were received for the question.

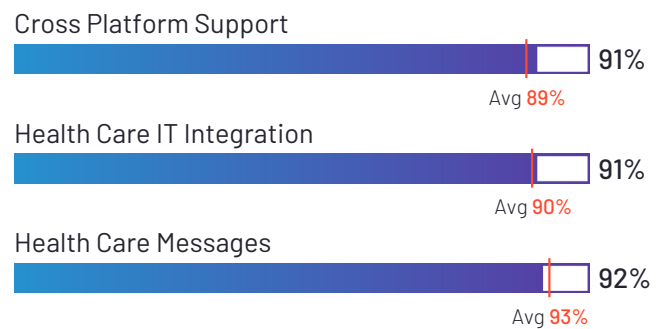
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Hucu.ai



HQ Location
Chicago, Illinois



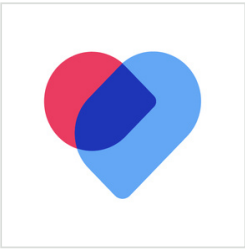
Year Founded
2019



Employees (Listed On LinkedIn)
30



Company Website
www.hucu.ai



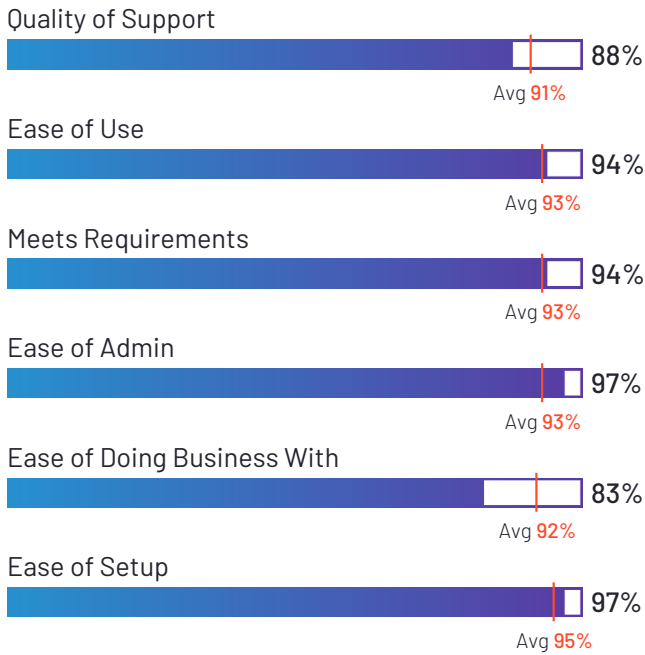
Celo

4.6 ★★★★★ (32)



Celo has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 80% of users rated it 4 or 5 stars, 67% of users believe it is headed in the right direction, and users said they would be likely to recommend Celo at a rate of 88%. Celo is also in the HIPAA Compliant Messaging category.

Satisfaction Ratings



Top Industries Represented



Ownership
Celo Health



HQ Location
Seattle, US



Year Founded
2016



Employees (Listed On LinkedIn)
34



Company Website
celohealth.com

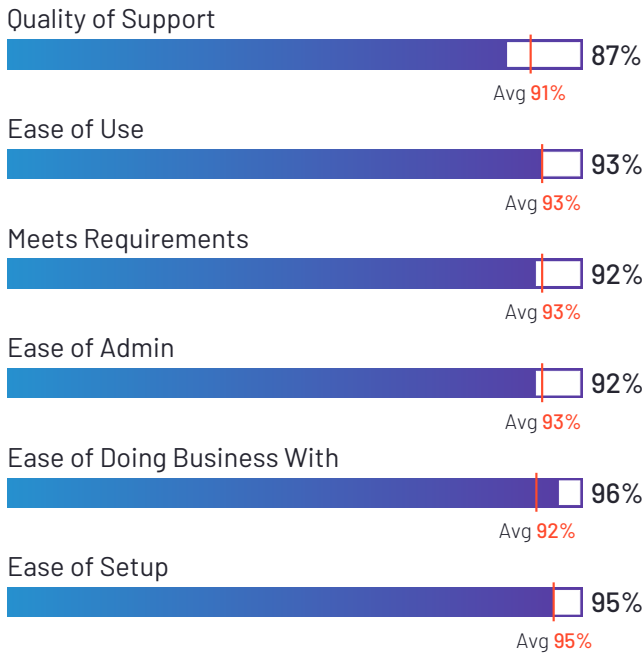


Trillian

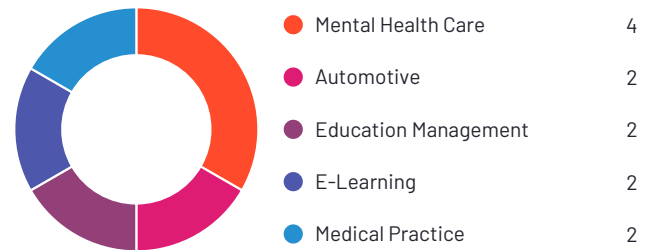
4.4 ★★★★★ (113)

Trillian has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 89% of users rated it 4 or 5 stars, 79% of users believe it is headed in the right direction, and users said they would be likely to recommend Trillian at a rate of 88%. Trillian is also in the Business Instant Messaging, HIPAA Compliant Messaging, and Video Conferencing categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Cerulean Studios



HQ Location
Brookfield, CT



Year Founded
1998



Employees (Listed On LinkedIn)
2



Company Website
trillian.im

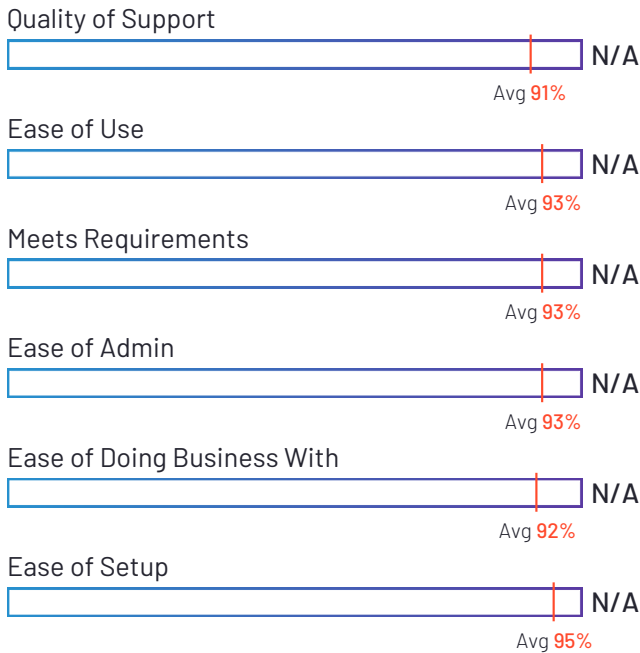


Buzz Medical Messenger

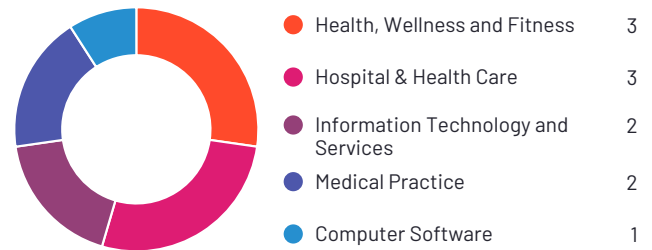
4.9 ★★★★★ (71)

Buzz Medical Messenger has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Buzz Medical Messenger at a rate of 100%. Buzz Medical Messenger is also in the HIPAA Compliant Messaging and Telemedicine categories.

Satisfaction Ratings



Top Industries Represented



*N/A is displayed when fewer than five responses were received for the question.

<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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Satisfaction Ratings for Clinical Communication and Collaboration

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

	Satisfaction		Satisfaction by Category						Net Promoter Score (NPS)
	Likelihood to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business With	Quality of Support	Ease of Setup	Ease of Use	
TigerConnect Clinical Collaboration Platform	92%	92%	94%	95%	98%	96%	96%	96%	74
symplr Clinical Communications	85%	93%	92%	N/A	N/A	87%	N/A	92%	42
OnPage	85%	79%	90%	88%	91%	87%	91%	89%	50
Hucu.ai	87%	82%	92%	N/A	N/A	97%	N/A	93%	63
Celo	88%	67%	94%	97%	83%	88%	97%	94%	50
Trillian	88%	79%	92%	92%	96%	87%	95%	93%	55
Buzz Medical Messenger	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100
Average	89%	82%	93%	93%	92%	91%	95%	93%	62

*N/A is displayed when fewer than five responses were received for the question.

**Net Promoter Score ranges from -100 to +100



Feature Comparison for Clinical Communication and Collaboration

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

Communication

	Health Care Messages
TigerConnect Clinical Collaboration Platform	96%
sympplr Clinical Communications	94%
OnPage	N/A
Hucu.ai	92%
Celo	91%
Trilliant	N/A
Buzz Medical Messenger	N/A
Average	93%

*N/A is displayed when fewer than five responses were received for the question.

**A blank box indicates that a seller has selected that they do not offer that feature.

Additional Data for Clinical Communication and Collaboration

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

Implementation

	Deployment		Implementation Time	Implementation Method			
	Cloud	On-Premises	Avg. Months to Go Live	In-House Team	Seller Services Team	Third-Party Consultant	Don't know
TigerConnect Clinical Collaboration Platform	38%	62%	2.0	67%	24%	0%	10%
symplr Clinical Communications	100%	0%	3.8	40%	20%	0%	40%
OnPage	50%	50%	0.3	91%	0%	0%	9%
Hucu.ai	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Celo	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Trillian	82%	18%	0.3	100%	0%	0%	0%
Buzz Medical Messenger	N/A	N/A	N/A	N/A	N/A	N/A	N/A

(Additional Data for Clinical Communication and Collaboration continues on next page)

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

Additional Data for Clinical Communication and Collaboration (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

User Adoption

	User Adoption
	Average User Adoption
TigerConnect Clinical Collaboration Platform	75%
sympIr Clinical Communications	75%
OnPage	58%
Hucu.ai	N/A
Celo	N/A
Trillian	91%
Buzz Medical Messenger	N/A
Average	75%

(Additional Data for Clinical Communication and Collaboration continues on next page)

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

Additional Data for Clinical Communication and Collaboration (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each products impact and influence in the category.

Market Presence

	Seller Name	Year Founded	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating
TigerConnect Clinical Collaboration Platform	TigerConnect	2010	310	18,856	4,148	3.1
symplr Clinical Communications	symplr	2006	1,692	32,569	621	3.6
OnPage	OnPage	1997	32	3,567	1,127	4.2
Hucu.ai	Hucu.ai	2019	30	3,013	231	4.7
Celo	Celo Health	2016	34	3,686	238	N/A
Trillian	Cerulean Studios	1998	2	84	8,581	4.0
Buzz Medical Messenger	Skyscape®	1993	122	8,356	1,903	4.1

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