

April 12, 2018

PRODUCT REPORT

2018

eXactACCESS/QwickACCESS



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Promotional Use

KLAS Performance Report

The insights contained in this report are a compilation of data gathered from interviews with healthcare providers and represents a snapshot in time of information in the KLAS database. The data represents opinions of providers and does not represent the opinion of KLAS. The information is intended solely as a catalyst for a more meaningful and effective investigation of healthcare technology on an organization's part and is not intended nor should it be used to replace an organization's due diligence.

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Who We Are.

KLAS is a research firm on a global mission to improve healthcare delivery by enabling providers to be heard. By working with thousands of healthcare executives and clinicians, KLAS gathers data on software, services and medical equipment to deliver timely reports, trending data, and statistical overviews about the healthcare industry. The research directly represents the provider voice and acts as a catalyst for improving vendor performance. Founded in 1996, KLAS has been providing transparency to the healthcare industry for over 20 years.

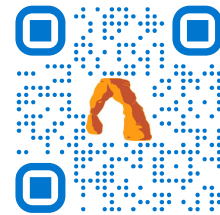
What We Do.

KLAS utilizes two methods to collect performance data. The first is a series of direct product/vendor evaluations completed by healthcare provider organizations. Second, KLAS performs in-depth, confidential interviews with healthcare providers and payers to gather valuable insight into specific strengths, weaknesses and future expectations for each product. From these two sources, readers may gain valuable insights into how a vendor or product is performing.

KLAS Konfidence

- ✓✓✓ Lowest possibility in variability of score
- ✓✓ Medium possibility in variability of score
- ✓ Highest possibility in variability of score (minimum required to publish a ranking)
- ⊘ Limited data, typically early trending data

KLAS is on a mission to improve healthcare. We share our insights and data with healthcare professionals at no cost. Learn more at: <https://KLASresearch.com>



Overall Score

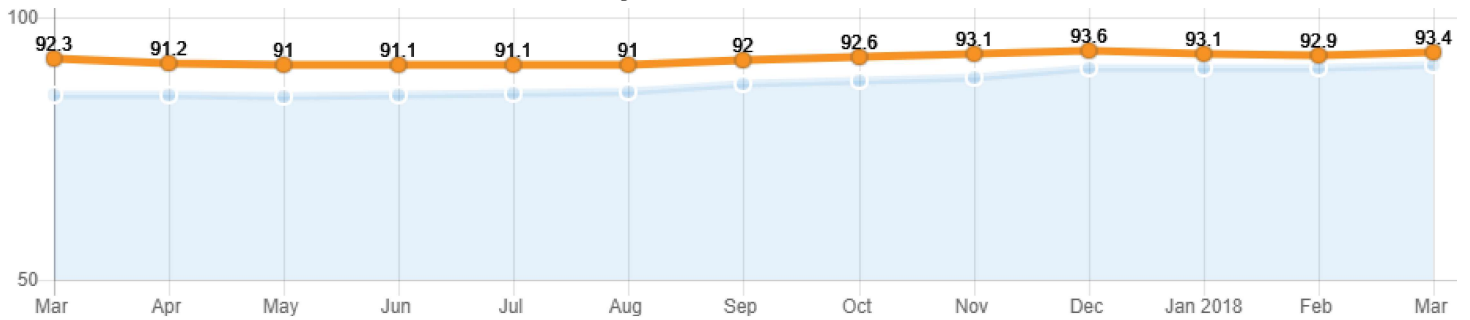
Average for Single Sign-On **75.5**

Konfidence



Overall Score Trending (1 Year)

Software Average for KLAS Rated Products **80.1**



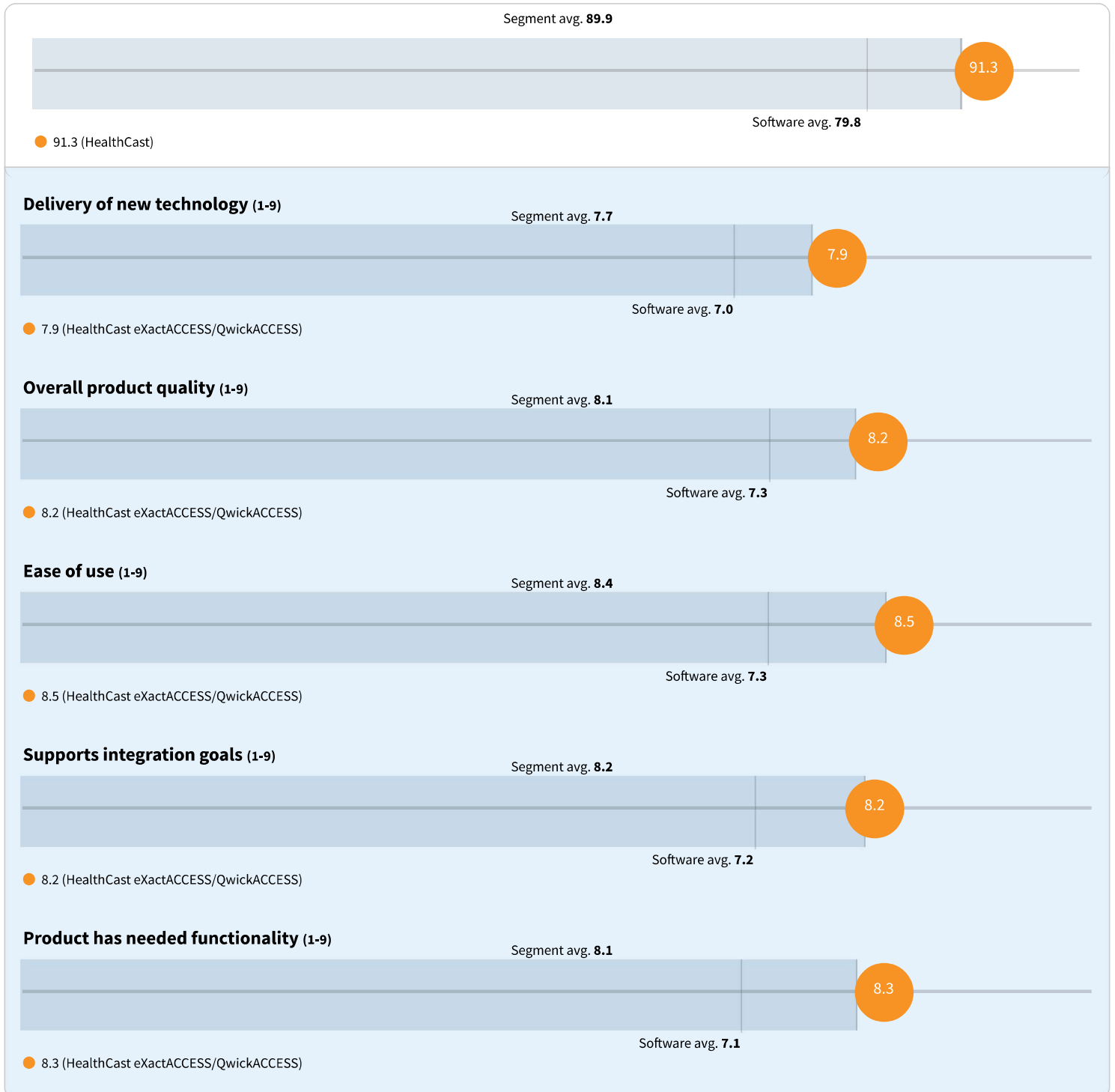
2018



HealthCast Inc.

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
HealthCast Inc.	92.3	91.2	91.0	91.1	91.1	91.0	92.0	92.6	93.1	93.6	93.1	92.9	93.4
Seg. Avg	85.2	85.3	85.0	85.1	85.4	85.7	87.4	87.9	88.6	90.4	90.4	90.3	90.9

Functionality & Upgrades



General

Segment avg. **93.6**

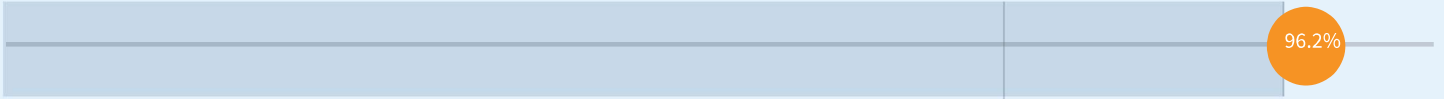


● 95.7 (HealthCast)

Software avg. **82.1**

Part of long-term plans (Yes|No)

Segment avg. **94.7%**

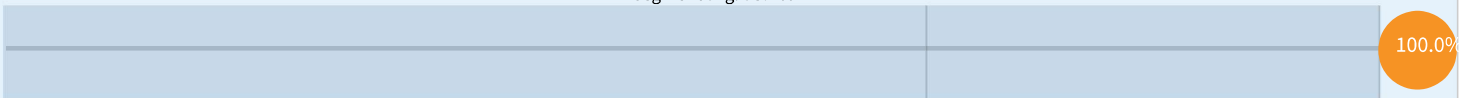


● 96.2 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **84.9**

Would you buy again (Yes|No)

Segment avg. **98.1%**

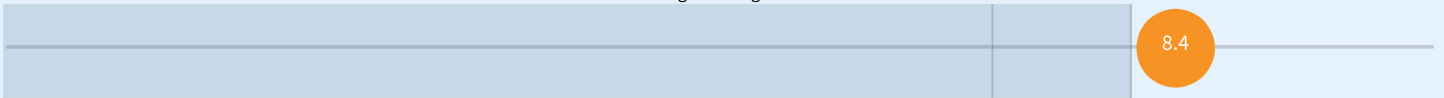


● 100.0 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **82.3**

Overall satisfaction (1-9)

Segment avg. **8.2**

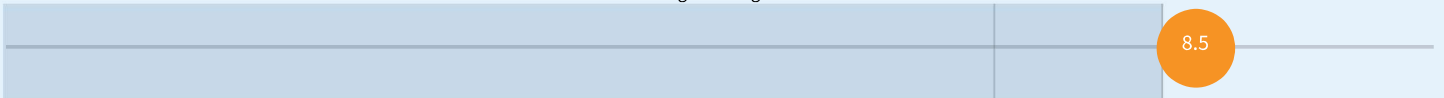


● 8.4 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **7.2**

Likely to recommend (1-9)

Segment avg. **8.4**



● 8.5 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **7.3**

Forecasted overall satisfaction (1-9)

Segment avg. **8.4**



● 8.6 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **7.5**

Drives Tangible Outcomes (1-9)

Segment avg. **8.3**



● 8.5 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **7.3**

Implementation & Training

Segment avg. **88.9**

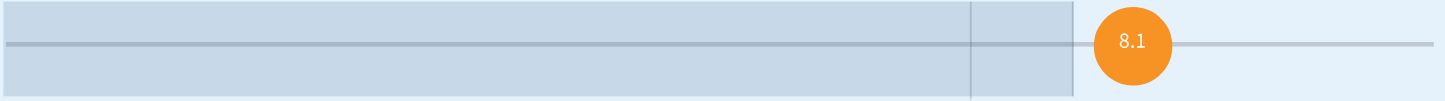


● 91.8 (HealthCast)

Software avg. **79.3**

Quality of training (1-9)

Segment avg. **7.8**

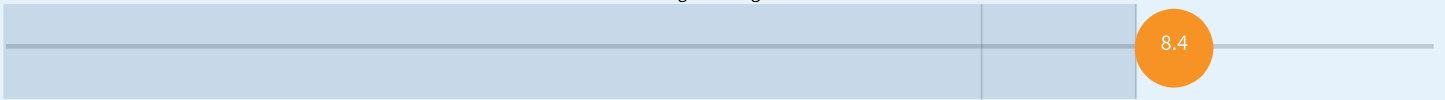


● 8.1 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **7.1**

Quality of implementation (1-9)

Segment avg. **8.2**



● 8.4 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **7.2**

Sales & Contracting

Segment avg. **93.9**

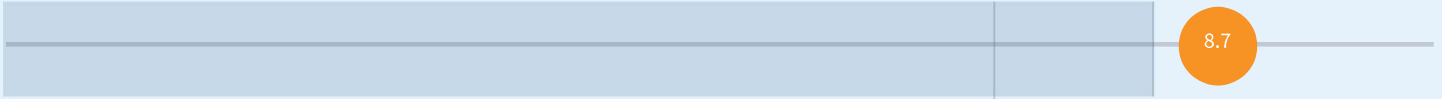


● 97.4 (HealthCast)

Software avg. **79.6**

Money's worth (1-9)

Segment avg. **8.3**

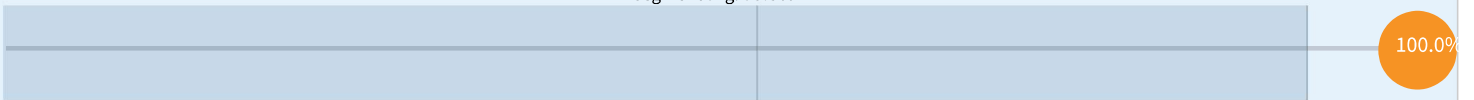


● 8.7 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **7.3**

Avoids charging for every little thing (Yes|No)

Segment avg. **95.5%**

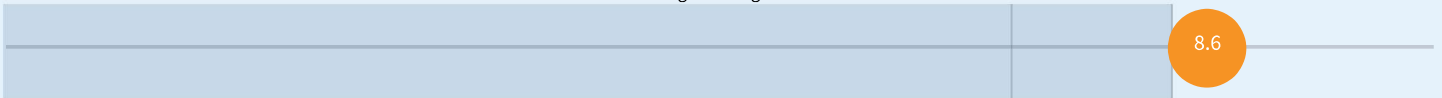


● 100.0 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **76.4**

Product works as promoted (1-9)

Segment avg. **8.4**



● 8.6 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **7.4**

Service & Support

Segment avg. **88.6**

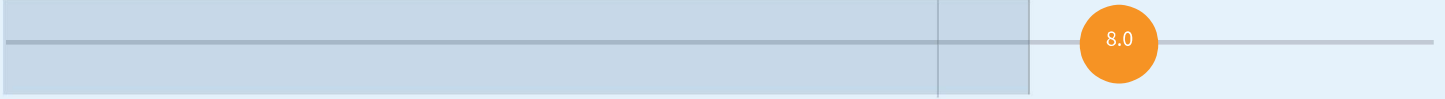


● 94.6 (HealthCast)

Software avg. **79.1**

Proactive service (1-9)

Segment avg. **7.5**

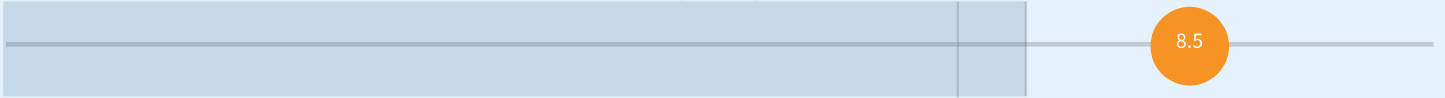


● 8.0 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **6.9**

Vendor executive involvement (1-9)

Segment avg. **7.5**

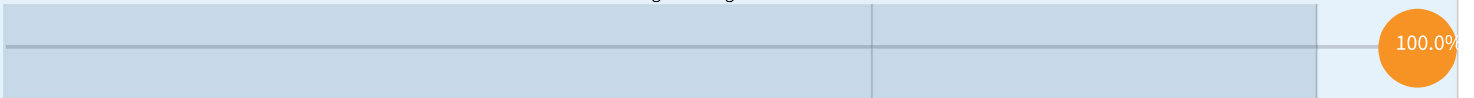


● 8.5 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **7.0**

Keeps ALL promises (Yes|No)

Segment avg. **95.9%**

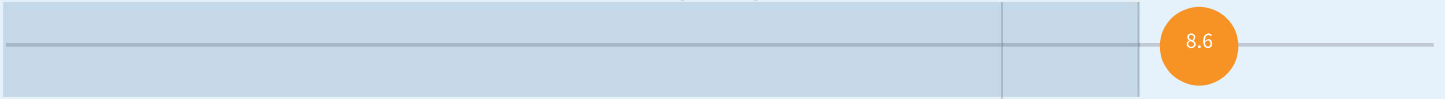


● 100.0 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **80.4**

Quality of support (1-9)

Segment avg. **8.2**



● 8.6 (HealthCast eXactACCESS/QwickACCESS)

Software avg. **7.3**

Comments

HealthCast eXactACCESS/QwickACCESS

86 %

4 %

10 %

HealthCast eXactACCESS/QwickACCESS

Functionality and Upgrades



Manager

Functionality and Upgrades

The HealthCast system always just works. It doesn't break. We don't really even have any pain points.



Apr 2018



Analyst/Coordinator

Functionality and Upgrades

Our end users absolutely love the tap-and-go capability of the HealthCast solution. Before we implemented the product house-wide, managers wanted to be first in line to get it. There was so much demand that we found extra money to put more people on the implementation. The implementation went much faster than we had originally planned. The product has been a huge win.



Feb 2018

HealthCast eXactACCESS/QwickACCESS

ROI / Cost (care and feeding)



Analyst/Coordinator

ROI / Cost (care and feeding)

HealthCast does not charge us for every little thing. The annual maintenance cost for the HealthCast solution is very reasonable. The end users love the product, and we have a great working relationship with HealthCast.



Feb 2018



CIO

ROI / Cost (care and feeding)

HealthCast is very predictable with costs. Whenever we need anything new, we always know what the cost is going to be. There are never any surprises.



Dec 2017

HealthCast eXactACCESS/QwickACCESS

Implementation and Training



Analyst/Coordinator

Implementation and Training

I implemented the HealthCast solution. There were some bumps and bruises before we started the pilot. And there was still an issue during the pilot, which was in about four different units. Before we went to our third unit, the issue was resolved. The process has been seamless since then, and overall the pilot went well. We are rolling out the product house-wide, so it will soon be on all our clinical workstations. Our end users love the product.



Feb 2018



VP/Other Executive

Implementation and Training

We have been extremely happy with HealthCast. They are easy to work with and have a diligent approach. They took the time to understand our workflows and took thoughtful steps to avoid issues during the implementation. Our implementation went smoothly, and the support was superb.



Sep 2017

HealthCast eXactACCESS/QwickACCESS

Relationship



CIO

Relationship

HealthCast is much better than another vendor we work with in terms of their general friendliness and willingness to work to make the products fit the needs of the organization. HealthCast is willing to be here with us and help us solve problems with the right resources. That is all I want from any of my vendors.



Jan 2018



Manager

Relationship

In all of my years working in healthcare IT, HealthCast is the best application vendor I have worked with. They are easy to reach when I have questions. They update the software at a frequency that is just right. They stay engaged in problems, and they had developers available to work on the few problems we had during the initial rollout. When I have ideas on how to improve the software, they set up a meeting with product managers to discuss those ideas.



Dec 2017



Analyst/Coordinator

Relationship

I can't think of anything that HealthCast could improve upon. They are a fantastic company to work with. The product runs as it is supposed to, and it delivers the information we need. HealthCast is a terrific partner because they reach out to us on a regular basis to make sure things are going well. They answer any questions, and they resolve any issues. They are proactive, and it makes a difference.



Nov 2017



Director

Relationship

Our vendor relationship with HealthCast is amazing. They are definitely our strategic partner, and they try to help solve problems, not introduce them. The procurement process with them has been outstanding. They are very easy to deal with. They brought solutions to the table. They didn't nickel-and-dime or haggle things. HealthCast's product is maturing. I think they are really grasping and learning how to do things. I fully believe that their solution is the right one for healthcare.



Jun 2017

HealthCast eXactACCESS/QwickACCESS

Service and Support



CIO

Service and Support

I enjoy working with the folks at HealthCast. I don't think I was the typical client looking for a badge-in-badge-out solution. I knew exactly what I wanted. The folks at HealthCast spent a tremendous amount of time in the proof of concept with me. I told them what we needed, and HealthCast invested a lot of time with me before I had even spent a dime. The tool does what we need it to do.

N/A

Jan 2018



CIO

Service and Support

When we had some problems with the product, HealthCast came on-site faster than blinking. They were incredibly responsive. They are really confident in their product, and it shows.

★★★★★ | ★★★★★

Dec 2017



Director

Service and Support

I have appreciated HealthCast's responsiveness every time that I have reached out to them. I always have the information that I need within hours.

★★★★★ | ★★★★★

Oct 2017



Director

Service and Support

HealthCast's support is second to none. Whether we have a problem or we are working on a project, their support people are always available to help us. We are very glad we decided to stay with HealthCast.

★★★★★ | ★★★★★

Oct 2017

HealthCast eXactACCESS/QwickACCESS

Sales and Contracting



Director

Sales and Contracting

eXactACCESS/QwickACCESS is pretty simple for how we are using it. It is very low maintenance. We buy licenses from HealthCast for each user, but the company is making it easier and easier to manage those licenses when people leave and things like that. HealthCast isn't trying to lock their customers into that scheme where customers have to buy a new license for a new person who is replacing someone who already had a license. That is what a lot of other vendors do.

★★★★★ | ★★★★★☆

Apr 2017

KLAS has accepted the mission of improving the world's healthcare by increasing transparency among HIT vendors. By shining a light on vendors, KLAS has placed themselves in a delicate position between vendors and providers. KLAS bridges the gap between the providers and vendors of the healthcare world in a delicate manner. The providers who give us feedback rely on us to accurately present their voice to vendors. They also trust that the data we publish for them is honest, accurate, and impartial. As such, all of our insights undergo multiple data quality checks. The information in this report is KLAS certified as accurate, honest and impartial.

