Buyer Comparison Checklist

TigerConnect Clinical Collaboration Platform

The Rise of Clinical Collaboration Platforms

What started as a simple product a decade ago to address non-compliant texting in healthcare has rapidly grown into a full-fledged category now known as clinical communication & collaboration (CC&C). Recognized by both Gartner and KLAS, modern, agile, cloud-based clinical collaboration platforms have emerged as the critical missing piece in the quest for true digital transformation. By centralizing communications and alerts in an easy, actionable way, these platforms unify fragmented teams, systems, and information to improve patient outcomes and accelerate care delivery.

For too long, nurses, doctors, and allied health professionals have been stuck with outdated technologies and workarounds that created unnecessary friction in an already difficult job. Through a combination of innovation and integration, clinical collaboration technology is now being applied to thousands of workflows ranging from nurse call requests to sepsis warnings to updating a patient's family during surgery. Greater efficiency, lower cost, and better patient outcomes. In other words true digital transformation at the point of care.

Buyer Considerations

This all-in-one checklist – key features, competitive comparisons, and glossary – was created to help you, the Healthcare technology buyer, to make a more informed buying decision when evaluating a clinical collaboration platform purchase. The cost of choosing the wrong solution can be high, both financially and organizationally.

The role of a communication platform is evolving and expanding to encompass a wider range of capabilities beyond simple secure texting, and there's a lot to consider. Today's solutions are highly integrated with existing hospital systems, including the EHR, nurse call, physiologic monitors, labs, scheduling solutions, and more.

At a high level, buyers should prioritize the following requirements:

- **Advanced Integration Capabilities:** This is what separates a basic or consumer-grade secure texting solution from an enterprise-grade clinical collaboration platform. The ability to integrate with other systems is what makes alerts from the EHR like critical labs and ADTs possible. It also powers nurse call notifications, alarms from physiological monitoring equipment, video calls over Wi-Fi, on-call scheduling, role-based messaging, and a wide range of other integration types.

- **High Uptime Reliability (99.99%+):** It goes without saying – continuous uptime is a must-have for any clinical collaboration solution. Maintaining a minimum of four 9's keeps teams productive and ensures proper care coordination, and cloud-based solutions offer added advantages in that they never have to be taken offline for maintenance.

- **Deployment at Scale:** Purchasing a clinical collaboration platform is a big commitment, and undoing a bad decision can be a costly distraction for IT and clinical teams. Be sure the vendor you choose has a proven track record supporting large-scale deployments (10,000+ users across multiple sites with multiple integrations) while tailoring the solution to the unique ways your organization delivers care.

- **Cloud-based with Low TCO:** Cloud has gone mainstream, and it's time for healthcare to embrace it. With significantly lower ownership costs and downtime, cloud solutions avoid the hardware costs and requisite software updates associated with on-premises solutions. Cloud sidesteps all of that. Even better, it's an operating expense not a capital expenditure, freeing budget for more useful hardware like smartphones and workstations.

- **Fast Implementation, Simple User Experience:** Large-scale implementations can seem like an eternity to complete. Clinical collaboration deployments should be different, particularly if the vendor's product is cloud-based and their implementation team is seasoned. Things to look for: Different levels of self-guided user training, a robust user community, easy onboarding for end users and admins, and a customer success manager to set adoption milestones and guide you on your customer journey.

Buyer's Checklist

Please reach out to TigerConnect to unlock the vendor names.*

*Capabilities attributed to competing vendors are based on publicly available information and from independent market research done by TigerConnect and are not guaranteed to be conclusive or complete.

Collaboration Capabilities

	Fill In (Other Vendor)	Vendor 1 (Actual Vendor)	Vendor 2 (Actual Vendor)	TigerConnect
Role-based Messaging	☐	✔	✔	✔
Activation of Rapid Response Teams	☐	✔	✔	✔
Escalated Messaging	☐	✔	✔	✔
Priority Messaging	☐	✔	✔	✔
Voice & Video Wi-FI Calling (Staff only)	☐	✔	✔	✔
Auto-Forward Messages	☐	✔	✔	✔
Telephony (PBX/SIP)	☐	✔	✔	✔

Secure Messaging Capabilities

	Fill In (Other Vendor)	Vendor 1 (Actual Vendor)	Vendor 2 (Actual Vendor)	TigerConnect
Secure, Encrypted Texts	☐	✔	✔	✔
HITRUST CSF Certified	☐	✔		✔
Group Conversations	☐	✔	✔	✔
Message Recall	☐	✔	✔	✔
Do Not Disturb	☐	✔	✔	✔
Message Forwarding	☐	✔	✔	✔
Message Attachments (Photo/Video/Voice Note)	☐	✔	✔	✔
Broadcast Messaging	☐	✔	✔	✔
Message Status (Sent/Delivered/Read)	☐	✔	✔	✔
Push Notifications	☐	✔	✔	✔
Searchable Directory	☐	✔	✔	✔
Multiple Inboxes	☐		✔	✔
Message Anyone	☐			✔

Buyer's Checklist

Secure Messaging Capabilities - Continued				
	Fill In (Other Vendor)	**Vendor 1** (Actual Vendor)	**Vendor 2** (Actual Vendor)	**TigerConnect**
Integrated Facility Directories	☐	✔	✔	✔
Delivery Escalations (SMS & email)	☐		✔	✔
Cloud Storage Integration	☐			✔
User Management	☐	✔	✔	✔
Automated & Customizable Welcome Email	☐			✔
Vendor-Hosted Archiving (3rd party)	☐		✔	✔
Client-Hosted Archiving	☐			✔
Self-Destructing / Ephemeral Messages	☐			✔
User Authentication	☐	✔	✔	✔
Face ID	☐	✔	✔	✔
Touch ID	☐	✔	✔	✔
PIN Lock Enforcement	☐	✔	✔	✔
Remote User Lockout	☐	✔	✔	✔
Trends	☐			✔
Data Analytics & Internal Benchmarking	☐	✔	✔	✔
Click to Call	☐	✔	✔	✔
LDAP/Active Directory Integration	☐	✔	✔	✔
Paging Integration	☐	✔	✔	✔

Buyer's Checklist

Advanced Integration Capabilities

Platform integrations utilizing native API Layer protocols

	Fill In (Other Vendor)	Vendor 1 (Actual Vendor)	Vendor 2 (Actual Vendor)	TigerConnect
On-Call Scheduling (Amion, Qgenda) for Roles Integration	☐	✔	✔	✔
One-way simple messaging delivery from external systems (i.e. answering service; paging; email) - SMTP Integration only	☐	✔	✔	✔
Two-way messaging exchange w/external systems (via webhook)	☐			✔
Alerts notifications from 3rd-Party systems/ middleware (i.e. Alarms, Labs, Imaging, etc.)	☐	✔	✔	✔

Take the Next Step

By now you should have a good idea of the value that a clinical collaboration platform can bring, why your organization needs it, and how it can help transform your organization.

You know what to look for – and what to look out for – but you might still have questions or want to learn more. There's an easy answer. Email us at info@tigerconnect or call 1-800-572-0470 to get a full demo of the product or simply speak with a friendly expert. Or, check out one of the other comparison guides below to enhance your purchase.

Other Comparison Guides

TigerConnect Alarm Management & Event Notification

TigerConnect Physician Scheduling (Hospitals)

TigerConnect Physician Scheduling (Clinics & Specialty Groups)

TigerConnect Patient Engagement

Definitions

COLLABORATION CAPABILITIES

Activation of Rapid Response Teams
Quickly look up and mobilize preconfigured code teams (e.g. RRT, Sepsis, Code Blue) for event-based collaboration. Teams can be composed of roles, individuals or both.

Auto-Forward Messages
Automatically forward all newly-received messages to an assigned colleague while the user's status is set to Do Not Disturb..

Escalated Messaging
Automatically forward unanswered messages to back-up role assignments after a preconfigured period of time.

Priority Messaging
Emphasize the most urgent messages and encourage quicker response times from recipients. Priority messages remain at the top of the Inbox and have unique alert sounds and message color to ensure they stand out.

Role-based Messaging
Easily locate and message staff by role assignments and shifts. Roles can be populated through self-assignments or a scheduling system integration.

Telephony (PBX/SIP)
SIP PBX integration that connects TigerConnect users with staff on an existing telephony system.

Voice & Video Wi-FI Calling (Staff only)
Initiate Wi-Fi-based voice and video calls with individuals, roles, or groups on TigerConnect.

SECURE MESSAGING CAPABILITIES

Automated & Customizable Welcome Email
Optionally configure automated "Welcome" emails to send to new users with information on how to use TigerConnect. Add your organization's logo to the email to reassure recipients.

Broadcast Messaging
Send messages to your entire organization or sub-groups using admin-configured distribution lists.

Click-to-Call
Place carrier-based calls through the native dialing capabilities of both iOS and Android devices. Administrators can enable the entire organization or individual users, and users may initiate voice calls from the conversation screen or Inbox tab.

Definitions

Client-Hosted Archiving
Save TigerConnect messages through an IT-hosted solution that automatically creates a copy of outgoing messages and routes those to an SMTP email through Transport Layer Security.

Cloud Storage Integration
Attach files to messages from enterprise cloud storage solutions such as Box, Dropbox, Google Drive and OneDrive.

Data Analytics & Internal Benchmarking
View metadata for messages and calls by individual, role, group, and department. Track usage against internal benchmarks and uncover potential gaps.

Delivery Escalations (SMS & email)
Get alerted for notifications that are not delivered within an admin-controlled period of time (e.g. 10 minutes). Message notifications are re-sent via SMS, alerting the recipient that someone is attempting to message them.

Do Not Disturb
Let colleagues know when a user is not available with an adjustable status indicator. Users can enable a custom auto-reply that is sent when a new message is received.

Face ID
Add an optional layer of security that uses facial recognition to gain access the TigerConnect mobile app.

Group Conversations
Allow users to message with multiple providers in a single thread for improved collaboration. Give groups a specific name for quick reference and access.

HITRUST CSF Certified
Fortify security protocols with certified status for information security, granted by the Health Information Trust (HITRUST), that denotes the recipient meets key healthcare regulations and requirements for protecting and securing sensitive PHI. Validate vendors knowing they have passed a rigorous security process consisting of 172 baseline controls across 19 domains.

Integrated Facility Directories
Integrate with existing corporate directories such as LDAP, Active Directory and eDirectory. Give TigerConnect admins the ability to batch import new users and automatically remove existing users from TigerConnect without logging into the app.

Definitions

LDAP/Active Directory Integration

Establish a secure Light Directory Access Protocol (LDAP) connection to your organization's Active Directory (AD) to enable user provisioning and authentication across multiple facilities using TigerConnect. Allow IT to manage users in multiple TigerConnect organizations via a single AD environment or multiple AD environments accessible over a single network. Users simply access TigerConnect using their AD credentials.

Message Anyone

Allow users to send secure text-based messages to recipients outside the organization such as primary care physicians or a patient's family member. End-to-end, encrypted, two-way messages remain accessible to recipients via a secure web browsing session and are active for a very short window of time. Recipients may reply and receive attachments in their secure messages.

Message Attachments

Send secure attachments in a message thread including images, videos, audio recordings and files. Image and video attachments can be uploaded from the user's device or taken/recorded live. New photos or videos taken from the TigerConnect app are not saved to the device's library. Supported file types include PDFs and Microsoft Office documents from Word, Excel, or PowerPoint formats.

Message Forwarding

Manually forward a sent or received message to a colleague including the original sender's name.

Message Recall

Recall a sent message and any attachments before or after the message has been read.

Message Status

Indicate to users in real time when messages have been sent, delivered, and read.

Multiple Inboxes

Access multiple instances of TigerConnect accounts and quickly switch between Inboxes. Badge notifications instantly alert users when a new message is received in any inbox and include one-touch linking to the new message, even if that message is in a different organization.

Paging Integration

Integrate with external paging systems by converting pager messages into secure texts sent to the TigerConnect app, attaching a voice recording of the original message, where applicable. Users can keep their existing pager numbers or use one provided by TigerConnect.

Definitions

PIN Lock Enforcement
Add an optional layer of security that requires a 4-digit PIN to access the TigerConnect mobile app.

Push Notifications
Let users know when they have a new message using real-time automated notifications. Message content is not surfaced in the notification preview, but rather remains private and accessible only via the Inbox.

Remote User Lockout
Use the administrator console to remotely lock out users who may no longer be with the organization or whose devices are lost or stolen.

Secure, Encrypted Texts
Protect patient information with encrypted end-to-end text messages – including attachments – using AES 256-bit encryption on the server and storage on mobile apps.

Self-Destructing / Ephemeral Messages
Ensure every message is automatically and permanently deleted from every instance of the app after a maximum of 30 days (unless archived) using patented technology.

Searchable Directory
Search for and message colleagues within an organization from a general directory.

TigerText-Hosted Archiving (3rd party)
Save TigerConnect messages through a cloud-hosted archiving service that meets eDiscovery requirements for FINRA, FERPA, FRCP, SOX, SEC and HIPAA.

Touch ID
Add an optional layer of security that requires a fingerprint identification to access the TigerConnect mobile app.

Trends
Compare data of message volumes and active users over different periods of time, broken out by departments and groups.

User Authentication
Control access to the TigerConnect app by requiring username and password authentication. Implement two-factor authentication, if desired.

User Management
Empower administrators with complete control over users on the system and their respective permissions.

Definitions

One-way Simple Message Delivery from External Systems
Route external messages to TigerConnect through an SMTP integration with 3rd-party systems including answering services, paging, and email.

Two-way Messaging Exchange w/External Systems
Route external messages to TigerConnect through a webhook integration with 3rd-party systems and allow for write-back.

Alerts Notifications from 3rd-Party Systems/Middleware
Route real-time, context-rich alerts and alarms to TigerConnect from external systems including nurse call, telemetry, EHRs, imaging and more.

On-Call Scheduling for Roles Integration
Automatically populate assignments for role-based messaging through an integration with 3rd-party scheduling systems including QGenda or AMiON.

About TigerConnect

As healthcare's most widely adopted care collaboration platform, TigerConnect uniquely combines clinical communication, workflow and alarm management, virtual care, and on-call scheduling in a single, easy-to-use solution. Cloud-native and mobile-friendly, TigerConnect delivers a consumer-grade user experience with enterprise-grade infrastructure built specifically for healthcare. With an advanced, open API, it improves care quality, lowers risk and costs, and creates a better experience for patients, doctors, nurses, and care teams across shift changes and locations.

Trusted by more than 7,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and nearly 5 billion user sessions each year.

Contact Us

To schedule a demo or learn more about how TigerConnect can improve clinical communication efficiency for your organization, contact us.

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