Small-Business Grid® Report for Clinical Communication and Collaboration | Spring 2024

Clinical Communication and Collaboration Software

Contenders — Leaders — Niche — High Performers

Market Presence

Satisfaction

G2 Grid® Scoring

(Clinical Communication and Collaboration Software continues on next page)

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

Small-Business Clinical Communication and Collaboration Grid® Scoring Description

Products shown on the Small-Business Grid® for Clinical Communication and Collaboration have received a minimum of 10 reviews/ratings in data gathered by March 05, 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 Buzz Medical Messenger

▶ High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: OnPage

▶ 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. Contenders include: symplr Clinical Communications

▶ 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: Hucu.ai and Trillian

Grid® Scores for Small-Business Clinical Communication and Collaboration Software

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Small-Business 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	40	73	92	82
Buzz Medical Messenger	36	90	71	81

High Performers

	# of Reviews	Satisfaction	Market Presence	G2 Score
OnPage	76	53	47	50

Contenders

	# of Reviews	Satisfaction	Market Presence	G2 Score
symplr Clinical Communications	16	17	56	36

Niche

	# of Reviews	Satisfaction	Market Presence	G2 Score
Hucu.ai	16	38	7	23
Trillian	19	24	12	18

* 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 Small–Business Grid® Report for Clinical Communication and Collaboration | Spring 2024 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through March 05, 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 March 05, 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

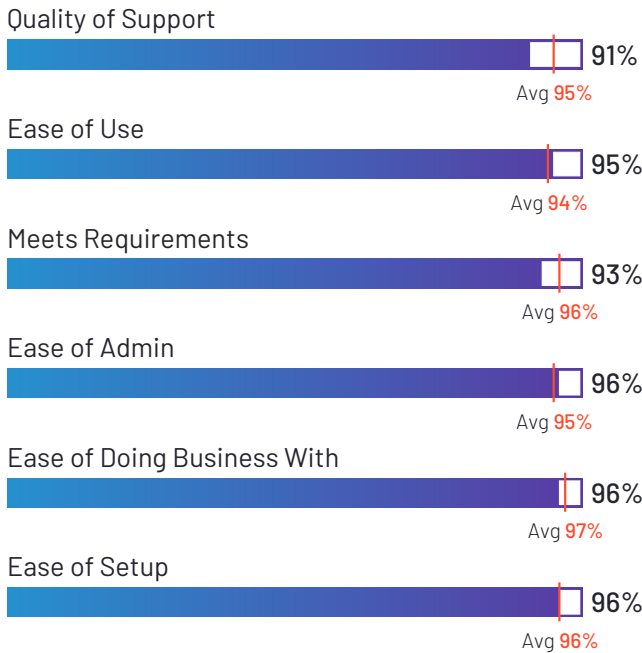Product profiles and detailed charts are included for products with 10 or more reviews.

TigerConnect Clinical Collaboration Platform

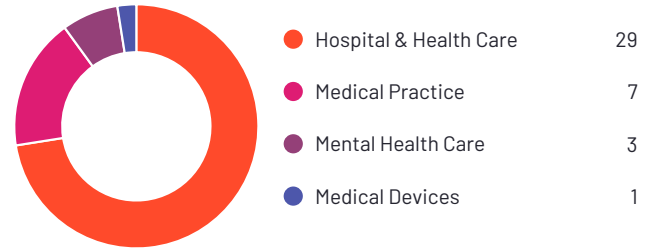**4.5** ★★★★½ (192)

Leader Small Business SPRING 2024

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 among products in Clinical Communication and Collaboration. 90% of users rated it 4 or 5 stars, 86% 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 89%. TigerConnect Clinical Collaboration Platform is also in the Medical Staff Scheduling, HIPAA Compliant Messaging, and Patient Engagement categories.

Satisfaction Ratings

Quality of Support
91%
Avg **95%**

Ease of Use
95%
Avg **94%**

Meets Requirements
93%
Avg **96%**

Ease of Admin
96%
Avg **95%**

Ease of Doing Business With
96%
Avg **97%**

Ease of Setup
96%
Avg **96%**

Top Industries Represented

● Hospital & Health Care	29
● Medical Practice	7
● Mental Health Care	3
● Medical Devices	1

Highest-Rated Features

Health Care Messages
97%
Avg **99%**

Messaging Security
97%
Avg **99%**

Security
96%
Avg **96%**

Lowest-Rated Features

Staff Scheduling
83%
Avg **90%**

CDI (Clinical Document Improvement)
84%
Avg **89%**

Patient Retention
85%
Avg **90%**
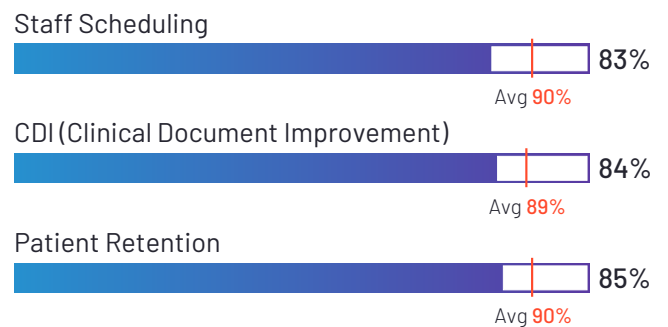
Ownership TigerConnect	**HQ Location** Santa Monica, CA	**Year Founded** 2010	**Employees (Listed On Linkedin)** 289	**Company Website** tigerconnect.com

Buzz Medical Messenger

5.0 ★★★★★ (61)

Leader
Small Business
SPRING 2024

Buzz Medical Messenger has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. Buzz Medical Messenger received the highest Satisfaction score among products in Clinical Communication and Collaboration. 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 99%. Buzz Medical Messenger is also in the HIPAA Compliant Messaging and Telemedicine categories.
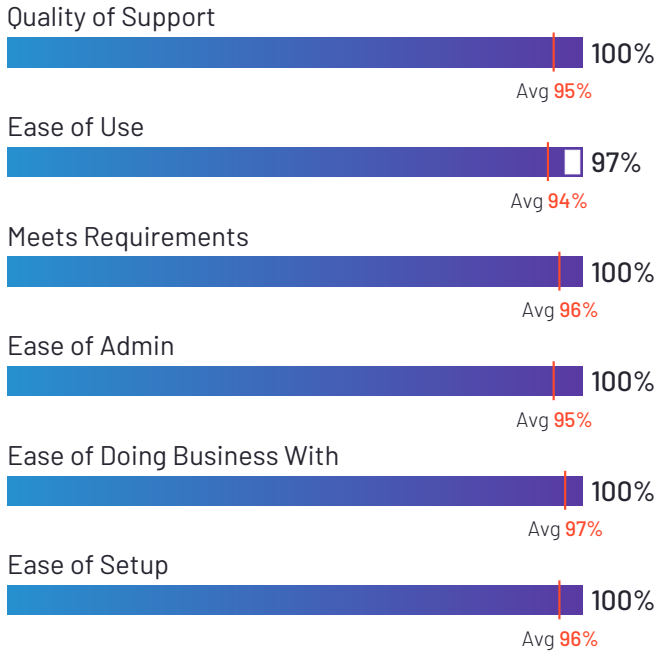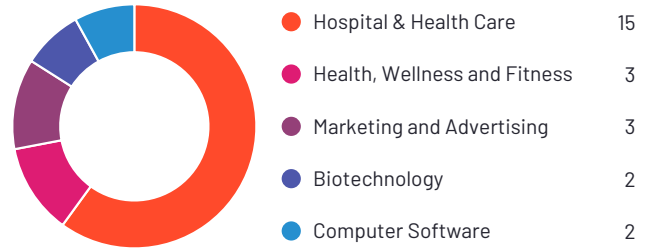
Satisfaction Ratings

Quality of Support
100%
Avg 95%

Ease of Use
97%
Avg 94%

Meets Requirements
100%
Avg 96%

Ease of Admin
100%
Avg 95%

Ease of Doing Business With
100%
Avg 97%

Ease of Setup
100%
Avg 96%

Top Industries Represented

● Hospital & Health Care	15
● Health, Wellness and Fitness	3
● Marketing and Advertising	3
● Biotechnology	2
● Computer Software	2

Highest-Rated Features

Messaging Security
100%
Avg 99%

Messaging
100%
Avg 98%

Security
100%
Avg 96%

Lowest-Rated Features

Staff Scheduling
96%
Avg 90%

Patient Retention
96%
Avg 90%

CDI (Clinical Document Improvement)
96%
Avg 89%
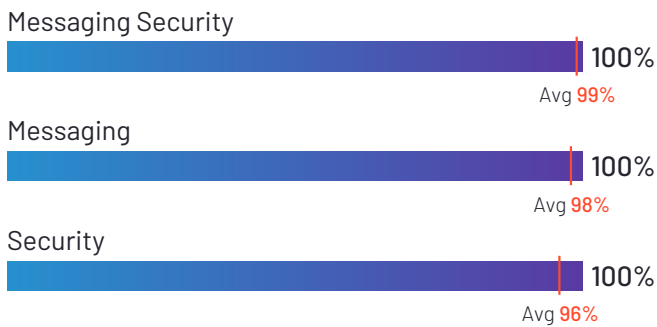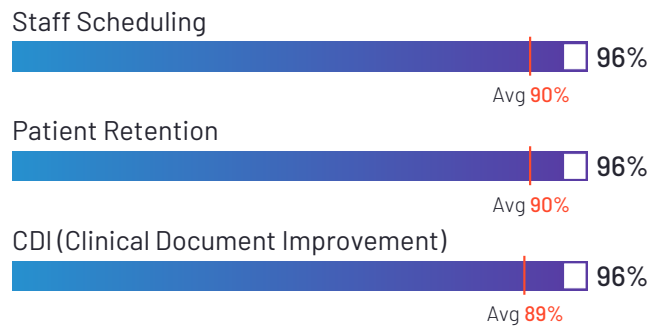
Ownership
Skyscape®

HQ Location
Marlborough,
MASSACHUSETTS

Year Founded
1993

Employees (Listed On Linkedin)
122

Company Website
buzz.skyscape.com

OnPage

4.3 ★★★★½ (230)

High Performer
Small Business
SPRING 2024

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. 89% of users rated it 4 or 5 stars, 75% of users believ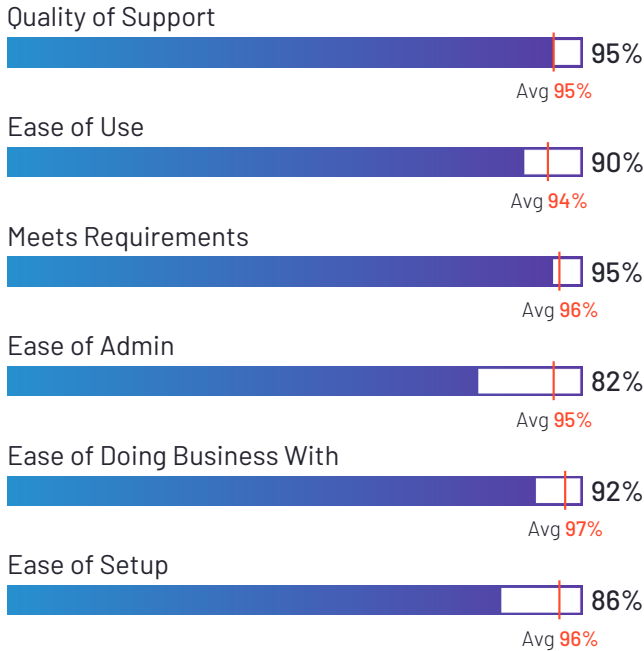e it is headed in the right direction, and users said they would be likely to recommend OnPage at a rate of 86%. OnPage is also in the IT Alerting and Incident Management categories.

Satisfaction Ratings

Quality of Support
95%
Avg **95%**

Ease of Use
90%
Avg **94%**

Meets Requirements
95%
Avg **96%**

Ease of Admin
82%
Avg **95%**

Ease of Doing Business With
92%
Avg **97%**

Ease of Setup
86%
Avg **96%**

Top Industries Represented

● Information Technology and Services		24
● Hospital & Health Care		12
● Medical Practice		10
● Computer & Network Security		3
● Health, Wellness and Fitness		3

Highest-Rated Features

Security
86%
Avg **96%**

Reporting
80%
Avg **88%**

Lowest-Rated Features

Modules
74%
Avg **90%**

Scheduling
74%
Avg **87%**
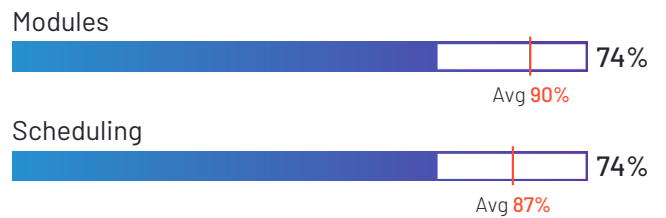
Ownership	**HQ Location**	**Year Founded**	**Employees (Listed On Linkedin)**	**Company Website**
OnPage	Waltham, MA	1997	30	www.onpage.com

symplr Clinical Communications

4.5 ★★★★½ (144)

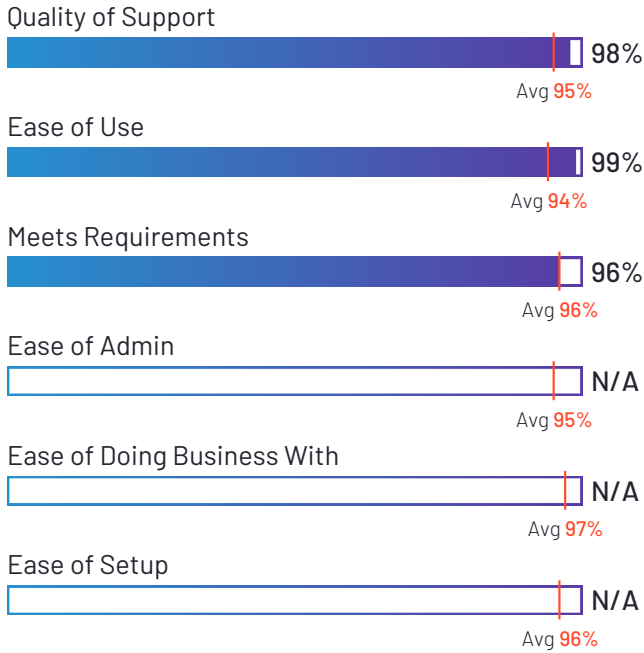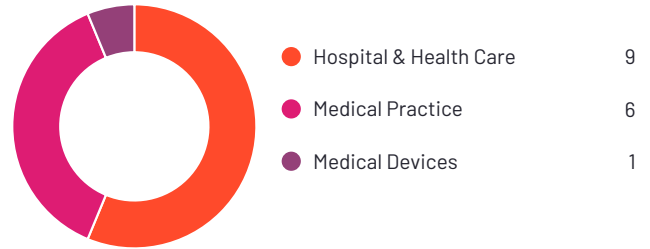symplr Clinical Communications has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 88% 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 98%. symplr Clinical Communications is also in the HIPAA Compliant Messaging category.

Satisfaction Ratings

Quality of Support **98%**
Avg **95%**

Ease of Use **99%**
Avg **94%**

Meets Requirements **96%**
Avg **96%**

Ease of Admin **N/A**
Avg **95%**

Ease of Doing Business With **N/A**
Avg **97%**

Ease of Setup **N/A**
Avg **96%**

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

Top Industries Represented

● Hospital & Health Care	9
● Medical Practice	6
● Medical Devices	1

Highest-Rated Features

Messaging Security **100%**
Avg **99%**

Messaging **100%**
Avg **98%**
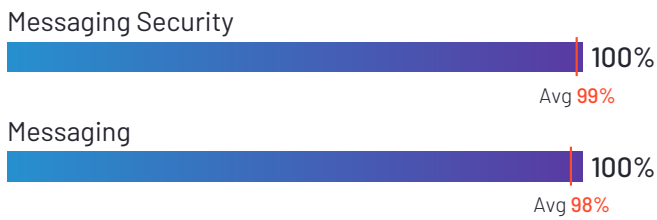
Lowest-Rated Features

Not enough data to include lowest-rated features for symplr Clinical Communications

Ownership
symplr

HQ Location
Houston, Texas

Year Founded
2006

Employees (Listed On Linkedin)
1,575

Company Website
www.symplr.com

Hucu.ai

4.4 ★★★★½ (41)

Hucu.ai 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. 94% 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 Hucu.ai at a rate of 89%. Hucu.ai is also in the HIPAA Compliant Messaging category.

Satisfaction Ratings

Quality of Support
93%
Avg **95%**
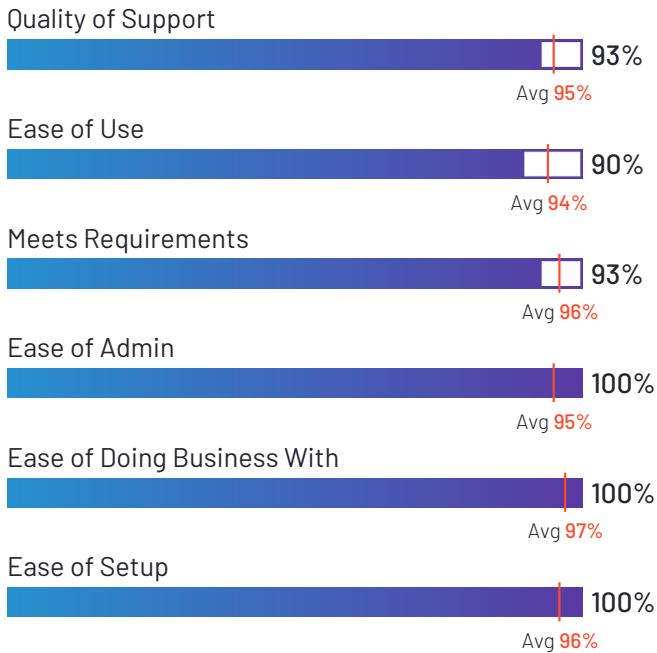
Ease of Use
90%
Avg **94%**

Meets Requirements
93%
Avg **96%**

Ease of Admin
100%
Avg **95%**

Ease of Doing Business With
100%
Avg **97%**

Ease of Setup
100%
Avg **96%**

Top Industries Represented

● Hospital & Health Care	10
● Medical Practice	3
● Health, Wellness and Fitness	2
● Medical Devices	1

Highest-Rated Features

Correspondance Variety
100%
Avg **96%**

Health Care Messages
100%
Avg **99%**

Modules
100%
Avg **90%**

Lowest-Rated Features

CDI (Clinical Document Improvement)
86%
Avg **89%**

Analytics and Reporting
91%
Avg **93%**

Data Sharing
95%
Avg **94%**
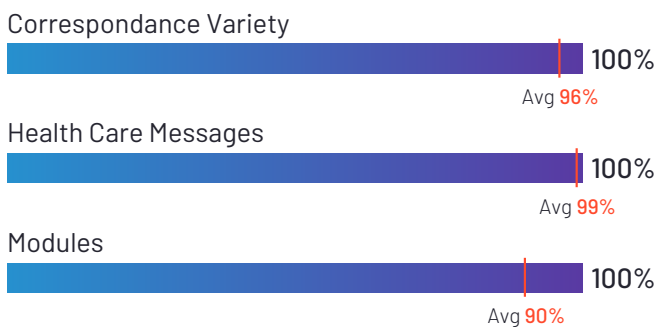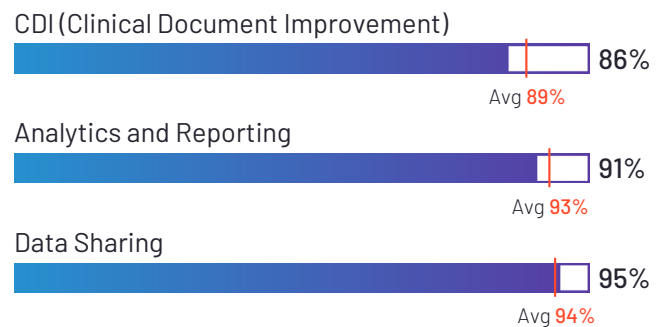
Ownership
Hucu.ai

HQ Location
Chicago, Illinois

Year Founded
2019

Employees (Listed On Linkedin)
23

Company Website
www.hucu.ai

Trillian

4.4 ★★★★½ (112)

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. 100% of users rated it 4 or 5 stars, 69% of users believe it is headed in the right direction, and users said they would be likely to recommend Trillian at a rate of 91%. Trillian is also in the Business Instant Messaging, HIPAA Compliant Messaging, and Video Conferencing categories.
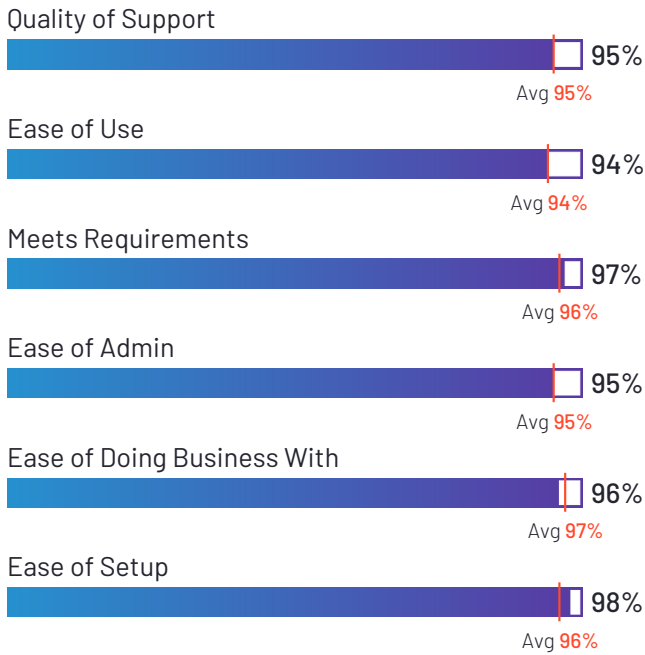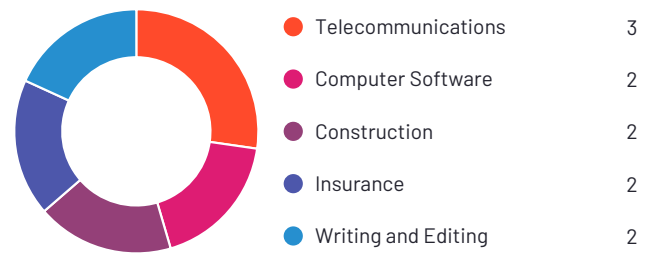
Satisfaction Ratings

Quality of Support
95%
Avg **95%**

Ease of Use
94%
Avg **94%**

Meets Requirements
97%
Avg **96%**

Ease of Admin
95%
Avg **95%**

Ease of Doing Business With
96%
Avg **97%**

Ease of Setup
98%
Avg **96%**

Top Industries Represented

● Telecommunications	3
● Computer Software	2
● Construction	2
● Insurance	2
● Writing and Editing	2

Ownership
Cerulean Studios

HQ Location
Brookfield, CT

Year Founded
1998

Employees (Listed On Linkedin)
2

Company Website
trillian.im

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	89%	86%	93%	96%	96%	91%	96%	95%	67
Buzz Medical Messenger	99%	100%	100%	100%	100%	100%	100%	97%	97
OnPage	86%	75%	95%	82%	92%	95%	86%	90%	52
symplr Clinical Communications	98%	88%	96%	N/A	N/A	98%	N/A	99%	93
Hucu.ai	89%	92%	93%	100%	100%	93%	100%	90%	75
Trillian	91%	69%	97%	95%	96%	95%	98%	94%	63
Average	92%	85%	96%	95%	97%	95%	96%	94%	75

*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.

Collaboration

	Modules	Scheduling	Reporting
TigerConnect Clinical Collaboration Platform	88%	89%	88%
Buzz Medical Messenger	97%	97%	96%
OnPage	74%	74%	80%
symplr Clinical Communications	N/A	N/A	N/A
Hucu.ai	100%		N/A
Trillian	N/A	N/A	N/A
Average	90%	87%	88%

(Feature Comparison for Clinical Communication and Collaboration continues on next page)

*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.

Feature Comparison for Clinical Communication and Collaboration (continued)

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

	Security	Health Care Messages	Messaging	Notifications
TigerConnect Clinical Collaboration Platform	96%	97%	95%	92%
Buzz Medical Messenger	100%	98%	100%	99%
OnPage	86%	N/A	N/A	N/A
symplr Clinical Communications	100%	100%	100%	N/A
Hucu.ai	98%	100%	96%	97%
Trillian	N/A	N/A	N/A	N/A
Average	96%	99%	98%	96%

(Feature Comparison for Clinical Communication and Collaboration continues on next page)

*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.

Feature Comparison for Clinical Communication and Collaboration (continued)

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.

Patient Management

	CDI (Clinical Document Improvement)
TigerConnect Clinical Collaboration Platform	84%
Buzz Medical Messenger	96%
OnPage	N/A
symplr Clinical Communications	
Hucu.ai	86%
Trillian	
Average	89%

(Feature Comparison for Clinical Communication and Collaboration continues on next page)

*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.

Feature Comparison for Clinical Communication and Collaboration (continued)

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.

Operations

	Correspondance Variety	Data Sharing	Cross Platform Support	Analytics and Reporting	Messaging Security
TigerConnect Clinical Collaboration Platform	88%	89%	86%	88%	97%
Buzz Medical Messenger	99%	99%	97%	98%	100%
OnPage	N/A	N/A	N/A	N/A	N/A
symplr Clinical Communications	N/A	N/A	N/A	N/A	100%
Hucu.ai	100%	95%	97%	91%	99%
Trillian	N/A	N/A	N/A	N/A	N/A
Average	96%	94%	93%	93%	99%

*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				Number of Users Purchased
	Cloud	On-Premises	Avg. Months to Go Live	In-House Team	Seller Services Team	Third-Party Consultant	Don't know	Median Number of Users Bought
TigerConnect Clinical Collaboration Platform	32%	68%	0.6	67%	22%	0%	11%	17
Buzz Medical Messenger	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OnPage	44%	56%	1.5	80%	0%	0%	20%	17
symplr Clinical Communications	100%	0%	N/A	N/A	N/A	N/A	N/A	N/A
Hucu.ai	67%	33%	0.2	86%	0%	0%	14%	17
Trillian	43%	57%	0.2	88%	13%	0%	0%	17

(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 and Return on Investment (ROI)

	User Adoption	Payback Period
	Average User Adoption	Estimated ROI (payback period in months)
TigerConnect Clinical Collaboration Platform	91%	20
Buzz Medical Messenger	N/A	N/A
OnPage	85%	30
symplr Clinical Communications	N/A	N/A
Hucu.ai	89%	N/A
Trillian	94%	10
Average	90%	20

(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	289	17,791	4,138	3.5
Buzz Medical Messenger	Skyscape®	1993	122	8,353	1,905	4.1
OnPage	OnPage	1997	30	3,520	1,126	4.2
symplr Clinical Communications	symplr	2006	1,575	30,859	543	3.6
Hucu.ai	Hucu.ai	2019	23	2,811	229	4.7
Trillian	Cerulean Studios	1998	2	82	8,651	4.0

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