

PRODUCT LEADERSHIP



Best Practices Criteria for World-Class Performance



- Match to Needs*
- Reliability and Quality*
- Product/Service Value*
- Positioning*
- Design*

- Financial Performance*
- Customer Acquisition*
- Operational Efficiency*
- Growth Potential*
- Human Capital*

The company demonstrates a strong overall performance

The North American Product Leadership Award in conversational AI in the healthcare industry is awarded to Kore.ai.

Kore.ai's HealthAssist uniquely identifies entities and intents in communication and replies with empathy and contextual awareness. It adheres to the strict secure communication protocols the healthcare industry sets forth to guarantee strong data protection. Its artificial intelligence chatbots integrate with leading electronic health records/ electronic medical records, laboratory, radiology, and pharmacy systems. Ultimately, the company developed its solution on its robust, cutting-edge experience optimization platform, making it a fully integrated technological asset and simplifying its implementation.

- Manuel Albornoz, Research Analyst

In the half-century since its founding, Frost & Sullivan has become a widely recognized leader in the growth consulting industry - A Global Growth Partnership Company.

Best Practices Award Recognition

Best Practices Awards recognize companies demonstrating outstanding achievement and superior performance. The Product Leadership Award recognizes the company that offers a product or solution with attributes that deliver the best quality, reliability, and performance in the industry.