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**ENABLING  
TECHNOLOGY  
LEADER**

*Leveraging Vital Technology to Enhance  
Products and Applications*

*RECOGNIZED FOR BEST PRACTICES IN THE  
MIDDLE EASTERN EHR OF THE  
FUTURE INDUSTRY*

## Table of Contents

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<b>Best Practices Criteria for World-class Performance</b>	<b>3</b>
<b>The Transformation of the EHR Industry</b>	<b>3</b>
Structured Data, Smarter Automation	4
Business Forward	5
Operational Trust	6
<b>Conclusion</b>	<b>6</b>
<b>What You Need to Know about the Enabling Technology Leadership Recognition</b>	<b>7</b>
<b>Best Practices Recognition Analysis</b>	<b>7</b>
Technology Leverage	7
Customer Impact	7
<b>Best Practices Recognition Analytics Methodology</b>	<b>8</b>
Inspire the World to Support True Leaders	8
<b>About Frost &amp; Sullivan</b>	<b>9</b>
<b>The Growth Pipeline Generator™</b>	<b>9</b>
<b>The Innovation Generator™</b>	<b>9</b>

## Best Practices Criteria for World-class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. InterSystems excels in many of the criteria in the EHR of the future space.

RECOGNITION CRITERIA	
<i>Technology Leverage</i>	<i>Customer Impact</i>
Commitment to Innovation	Price/Performance Value
Commitment to Creativity	Customer Purchase Experience
Stage Gate Efficiency	Customer Ownership Experience
Commercialization Success	Customer Service Experience
Application Diversity	Brand Equity

## The Transformation of the EHR Industry

Healthcare is undergoing a major transformation as providers face growing demands from increasing patient volumes, aging populations, and the rise of chronic conditions. Clinicians often care for multiple patients simultaneously while navigating complex documentation requirements, which can consume up to half of their workday. The push toward value-based care models is driving a need for data accuracy and streamlined workflows, yet many healthcare organizations still rely on fragmented Electronic Health Record (EHR) systems that struggle to keep up with clinical complexity. The integration of artificial intelligence (AI) and machine learning into these systems is rapidly gaining momentum to reduce administrative burden, improve decision support, and enhance overall care quality.

However, adopting advanced digital tools presents significant hurdles for healthcare providers. Legacy systems not designed to support seamless AI integration lead to inefficient workflows and data silos. There is often a shortage of specialized information technology staff and data scientists who can implement and manage these complex technologies. Meanwhile, stringent regulatory requirements for patient privacy and medical device approvals create additional layers of complexity, especially in highly regulated regions like Europe and the United Kingdom. Clinicians face burnout and fatigue, making it critical that new technologies reduce rather than add to their workload. Overcoming these challenges demands technology partners who offer innovation, deep healthcare expertise, and ongoing support.

Founded in 1978, InterSystems® is a global leader in healthcare information technology and data management. Its new solution, InterSystems IntelliCare™, embeds AI directly into electronic health record workflows to improve clinical documentation, coding, and operational efficiency without disrupting daily practice. By working closely with healthcare organizations worldwide, the company continually adapts its offerings to meet evolving clinical and regulatory needs, helping providers enhance patient care, reduce costs, and manage complexity with confidence.

### Structured Data, Smarter Automation

InterSystems IntelliCare™ redefines the electronic health record by setting new standards in innovation, creativity, execution, commercialization, and application diversity. IntelliCare is built from the ground up using generative AI.<sup>1</sup> Developed on the proven InterSystems TrakCare® and InterSystems IRIS® for Health platforms, the platform leverages InterSystems' deep expertise in data management and interoperability to shift cognitive workload from clinicians to the system itself. Its real-time ability to extract structured data from unstructured clinical inputs enables smarter automation, streamlining physician

*"Unlike vendors who depend on third-party modules, InterSystems builds natively across functions, enabling IntelliCare to coordinate complex processes like surgical bookings, coding, and patient transportation."*

**- Ana Victoria Dominguez**  
**Best Practices Research Analyst**

documentation and downstream processes. In supporting IntelliCare with a continuously evolving roadmap, the company demonstrates how emerging technology adoption translates into tangible performance gains in live healthcare environments.

Creativity drives the InterSystems IntelliCare user experience. While competitors often focus AI development on patient portals or siloed chatbots, InterSystems embeds AI deeply into clinician workflows,

transforming how users interact with the EHR itself. Features like configurable prompt libraries and data-profile-driven retrieval frameworks allow IntelliCare to deliver context-aware automation in tasks ranging from documentation to diagnosis coding.<sup>2</sup> These innovations emerge from structured internal programs (hackathons, innovation committees, and ideathons) that turn ideas into the development paths the company follows today. As a result, InterSystems IntelliCare's architecture enables users to personalize their own experience, proving InterSystems' ability to pursue and realize white space innovation with measurable clinical value.

The company's technology strategy also accelerates execution. InterSystems IntelliCare follows an agile, eight-week release cycle that incorporates user feedback from early adopters into each update. InterSystems collaborates closely with clinical partners like EMC in Indonesia to pilot new capabilities in production environments.<sup>3</sup> Additionally, by maintaining a shared application framework with TrakCare, InterSystems allows customers to migrate without retraining staff or rebuilding infrastructure. This dual-product strategy enhances the stage gate process, enabling faster launches while minimizing operational risk.

<sup>1</sup> <https://www.intersystems.com/products/intellicare/> Accessed May 2025

<sup>2</sup> <https://www.intersystems.com/resources/intersystems-intellicare-ehr/> Accessed May 2025

<sup>3</sup> <https://www.intersystems.com/sg/news/emc-healthcare-deploys-intersystems-trakcare-for-enhanced-patient-experience-and-improved-efficiency/> Accessed May 2025

InterSystems IntelliCare has achieved early commercialization success by demonstrating measurable value and earning trust in complex regulatory markets. Already available in seven countries<sup>4</sup>, the platform has shown strong traction with both public and private providers. Clinicians report documentation efficiency gains of up to 30%, with expanded AI-enabled workflows in areas such as clinical coding and patient summarization.<sup>5</sup>

InterSystems TrakCare is currently a regulated medical device and the company is actively pursuing expansion of this certification for IntelliCare distinguishing it from unregulated competitors and enabling secure entry into tightly governed healthcare systems.

Finally, the InterSystems IntelliCare architecture delivers application diversity at scale. Its embedded AI supports workflows in clinical care, operations, and revenue cycle management, spanning inpatient, outpatient, and emergency settings. Unlike vendors who depend on third-party modules, InterSystems builds natively across functions, enabling IntelliCare to coordinate complex processes like surgical bookings, coding, and patient transportation. Its ability to seamlessly interoperate across geographies, care models, and regulatory frameworks underscores a platform built not for a single use case, but to serve the full spectrum of the healthcare ecosystem.

### Business Forward

InterSystems is advancing a bold technology plan centered on embedding AI deeper into healthcare delivery, shifting from supportive tooling to intelligent orchestration. At the core of this vision is a next-generation agentic AI framework now under active development. This initiative builds on the success of InterSystems IntelliCare, expanding its capabilities from streamlining documentation to automating complex, multi-step workflows across clinical, operational, and administrative domains.

The company is deploying generative AI to enhance frontline tasks such as physician documentation, coding, and summarization. But the next leap is underway: the integration of compound AI agents capable of managing coordinated actions like surgical bookings, staffing logistics, patient transportation, and even external vendor interactions. These agents will be able to trigger and execute interdependent tasks autonomously, freeing clinicians and administrators from fragmented processes and manual follow-ups.

InterSystems expects these capabilities to reach production readiness through 2027, supported by an agile release cycle and close collaboration with pilot sites. The company is also exploring selective partnerships for specialized clinical logic, particularly in areas where regulatory boundaries require domain-certified guidance. All innovations are built within a shared application framework that maintains compliance with medical device standards, ensuring safety, adaptability, and speed-to-value.

With its architecture, regulatory foresight, and deep integration approach, InterSystems is positioning IntelliCare as a dynamic digital collaborator in the evolving healthcare ecosystem.

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<sup>4</sup> <https://www.intersystems.com/uk/products/intellicare/>

<sup>5</sup> Frost & Sullivan Interview with InterSystems (May, 2025)

## Operational Trust

With a client-focused strategy at its core, InterSystems operates on the principle that long-term value appears when customers feel empowered to lead their own success. This mindset guided the company's decision to support InterSystems IntelliCare and TrakCare as active offerings. Rather than mandating a

*"With EHR deployments in 29 countries, the company has earned a reputation for reliability across public systems, private providers, and hybrid health networks."*

**-Nitin Manocha**  
**Senior Industry Analyst**

transition, the vendor gives clients the choice to adopt IntelliCare at their own pace, allowing them to preserve existing investments in training, configuration, and infrastructure.

The company structures its service model to meet the pace and complexity of healthcare operations. Clients receive technical support alongside regulatory and legal guidance, particularly in regions with evolving AI governance or strict medical device frameworks. The company delivers updates every eight weeks and actively incorporates client input into

each release. Feedback flows through structured channels like Client Connection, where professionals exchange questions and insights across geographies. This cadence keeps the platform aligned with clinical reality and prevents issues from accumulating over time.

The strength of InterSystems' brand comes from steady performance in diverse and often demanding markets. With EHR deployments in 29 countries, the company has earned a reputation for reliability across public systems, private providers, and hybrid health networks.<sup>6</sup> Its architecture supports regional adaptation without requiring separate product versions, a capability that has proven essential in multilingual and multi-regulatory environments. Customers often reengage InterSystems upon assuming leadership roles at new organizations, reflecting the lasting trust and value they associate with the company's solutions. These decisions reflect the level of operational trust the company has built over time, sustained by measurable outcomes and the ability to adapt without compromising delivery.

## Conclusion

InterSystems IntelliCare sets a new benchmark in electronic health records by deeply integrating artificial intelligence to enhance clinician workflows and improve documentation efficiency. Built on proven platforms and refined through ongoing collaboration with users, it delivers reliable performance across diverse healthcare environments worldwide. Its flexible architecture supports a wide range of clinical and operational needs, enabling seamless adaptation to different care settings and regulatory requirements. With its strong overall performance, InterSystems earns Frost & Sullivan's 2025 Middle East Enabling Technology Leadership Recognition in the EHR of the future industry.

<sup>6</sup> <https://www.intersystems.com/uk/products/intellicare/> Accessed May 2025

## What You Need to Know about the Enabling Technology Leadership Recognition

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Frost & Sullivan's Enabling Technology Leadership Recognition is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

### Best Practices Recognition Analysis

For the Enabling Technology Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

#### Technology Leverage

**Commitment to Innovation:** Continuous emerging technology adoption and creation enables new product development and enhances product performance

**Commitment to Creativity:** Company leverages technology advancements to push the limits of form and function in the pursuit of white space innovation

**Stage Gate Efficiency:** Technology adoption enhances the stage gate process for launching new products and solutions

**Commercialization:** Company displays a proven track record of taking new technologies to market with a high success rate

**Application Diversity:** Company develops and/or integrates technology that serves multiple applications and multiple environments

#### Customer Impact

**Price/Performance Value:** Products or services offer the best ROI and superior value compared to similar market offerings

**Customer Purchase Experience:** Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

**Customer Ownership Excellence:** Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

**Customer Service Experience:** Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

**Brand Equity:** Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

## Best Practices Recognition Analytics Methodology

### Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

VALUE IMPACT			
STEP		WHAT	WHY
1	<b>Opportunity Universe</b>	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	<b>Transformational Model</b>	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	<b>Ecosystem</b>	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	<b>Growth Generator</b>	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	<b>Growth Opportunities</b>	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	<b>Frost Radar</b>	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	<b>Best Practices</b>	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	<b>Companies to Action</b>	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

\*Board of Directors, Investors, Customers, Employees, Partners



## About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

## The Growth Pipeline Generator™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

[Learn more.](#)

### Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



## The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

### Analytical Perspectives:

- **Megatrend (MT)**
- **Business Model (BM)**
- **Technology (TE)**
- **Industries (IN)**
- **Customer (CU)**
- **Geographies (GE)**

