

FROST & SULLIVAN  
BEST PRACTICES



2026

NORTH AMERICAN  
AMBIENT CLINICAL  
INTELLIGENCE PLATFORM

**TRANSFORMATIONAL  
INNOVATION LEADERSHIP**

**Suki**

Table of Contents

**Best Practices Criteria for World-Class Performance .....3**

**The Transformation of the Ambient Clinical Intelligence Platform Industry..... 3**

        Redefining Clinical Intelligence at the Point of Care.....4

        Unwavering Vision in a Volatile AI Frontier .....5

        Proven Value Built on Trust, Outcomes, and Scale .....5

        Owning the Outcome from Adoption to Impact .....6

**Conclusion .....7**

**What You Need to Know about the Transformational Innovation Leadership**

**Recognition .....8**

**Best Practices Recognition Analysis ..... 8**

        Transformational Innovation .....8

        Customer Impact.....8

**Best Practices Recognition Analytics Methodology.....9**

**Inspire the World to Support True Leaders ..... 9**

**About Frost & Sullivan ..... 10**

**The Growth Pipeline Generator™ ..... 10**

**The Innovation Generator™ ..... 10**

## 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. Suki excels in many of the criteria in the ambient clinical intelligence platform space.

| AWARD CRITERIA                     |                               |
|------------------------------------|-------------------------------|
| <i>Transformational Innovation</i> | <i>Customer Impact</i>        |
| Market Disruption                  | Price/Performance Value       |
| Competitive Differentiation        | Customer Purchase Experience  |
| Market Gaps                        | Customer Ownership Experience |
| Leadership Focus                   | Customer Service Experience   |
| Passionate Persistence             | Brand Equity                  |

## The Transformation of the Ambient Clinical Intelligence Platform Industry

The Ambient Clinical Intelligence (ACI) platform industry emerged in response to healthcare’s most persistent structural challenges: clinician burnout, escalating administrative burden, and workflow inefficiencies associated with growing documentation requirements and increasingly complex clinical workflows within modern healthcare environments. Ambient Clinical Intelligence is the AI layer that sits between the patient encounter and the healthcare system, transforming conversations into actionable intelligence. As healthcare moves beyond documentation-focused AI, ACI represents the intelligent foundation for the next generation of clinical, operational, and financial workflows. While early ambient artificial intelligence (AI) solutions demonstrate encouraging potential (e.g., reduced after-hours documentation, improved clinician satisfaction, and enhanced note completeness), Frost & Sullivan observes how the industry continues to face a pronounced gap between technological promise and sustained real-world adoption. Many solutions struggle to seamlessly integrate into existing workflows, fail to scale beyond pilot environments, or introduce friction that undermines clinician trust rather than reinforcing it.

Inherent AI-native market volatility further intensifies these challenges. Rapid shifts in foundational models, cost structures, regulatory expectations, and market narratives all create friction with healthcare systems that depend on stability, safety, and predictable outcomes. Clinical-grade accuracy remains non-negotiable, as even marginal errors in documentation or reasoning can carry significant clinical and legal consequences. As ambient AI transitions from point solutions to enterprise and system-level deployments, success depends less on transcription and more on platform-level intelligence,

interoperability, governance, and seamless integration into care delivery. Within this context, Frost & Sullivan believes that true transformational innovation leadership takes shape and clearly differentiates in the industry.

### Redefining Clinical Intelligence at the Point of Care

Founded in 2017 and headquartered in Redwood City, California, Suki is a leading Ambient Clinical Intelligence platform that delivers production-grade capabilities across clinical documentation, assisted revenue cycle, clinical reasoning, and operations. Built with a platform-first, long-term vision, the company differentiates through clinical-grade quality, deep multi-EHR interoperability, and an ecosystem-ready architecture that enables providers and partners to scale features without disrupting care delivery. By pairing disciplined, values-driven leadership with measurable outcome-focused execution and an ownership-first customer model, Suki enables health systems to reduce administrative burden, improve clinical and financial performance, and restore practitioner presence at the point of care.

Suki established itself as a transformational force by addressing foundational gaps that legacy healthcare technologies and early AI solutions did not address. In a market shaped by technological change and constant noise, the company differentiates itself by anchoring execution to a consistent, long-term vision rather than reacting to short-term shifts in AI capability or competitive signaling.

Suki introduces a central disruption by elevating Ambient Clinical Intelligence from emerging AI capabilities to a production-grade, clinically reliable platform. Unlike solutions optimized for demonstrations or narrow use cases, the company meets the stringent accuracy, safety, and reliability requirements of real clinical environments. This focus addresses a core industry gap: the difference between AI that performs convincingly in isolation and systems that clinicians trust at scale across diverse care settings.

Suki's Ambient Clinical Intelligence serves as the enterprise-grade platform for clinical and partner workflow solutions. This system combines speech recognition (ASR) with a native AI tech stack and a proprietary clinical knowledge graph to automate clinical reasoning, documentation, and revenue cycle support directly within the Electronic Health Record (EHR). Suki utilizes its proprietary clinical knowledge graph to achieve a deeper understanding of medical context, which results in more precise clinical reasoning and documentation. Seamless synchronization with the EHR ensures that automated outputs—including clinical notes, reasoning, and revenue cycle and operations—are updated efficiently. This integration optimizes the clinical workflow, allowing healthcare professionals to prioritize patient care over manual data entry tasks.

Suki further redefines the market by positioning ACI as a point-of-care intelligence platform rather than a narrow productivity tool. By recognizing the need to capture and act on meaningful clinical intelligence at the point of care, while seamlessly integrating into existing clinical workflows, the company unlocks new value across documentation, revenue cycle, and clinical reasoning. The end-to-end ACI roadmap spans documentation, assisted revenue cycle management, clinical reasoning, and clinical operations, positioning the platform beyond current category norms and enabling innovation to compound without destabilizing workflows.

Suki reinforces this differentiation through an ecosystem-neutral, multi-EHR strategy. Deep integrations across Epic, athenahealth, MEDITECH, and Oracle-based systems allow Suki to support diverse healthcare environments and provide customers with flexibility across their technology ecosystems. The company further expands its reach through a dual operations model, Suki for Clinicians and Suki for Partners, broadening the total addressable market and embedding the platform deeply across the healthcare ecosystem. These elements position Suki as a category-defining leader setting the future direction of the Ambient Clinical Intelligence market.

### Unwavering Vision in a Volatile AI Frontier

*“As the healthcare AI landscape shifts across funding cycles, regulatory uncertainty, and rapid advances in large language models, Suki maintains a clear, long-term view of Ambient Clinical Intelligence as a foundational element of healthcare delivery. This steadiness shapes strategic decisions, aligns investment priorities, and enables sustained progress despite external disruption.”*

**- Nitin Manocha,  
Senior Industry Analyst**

Suki’s leadership reflects disciplined conviction, emotional resilience, and consistent execution in a highly volatile market. As the healthcare AI landscape shifts across funding cycles, regulatory uncertainty, and rapid advances in large language models, Suki maintains a clear, long-term view of Ambient Clinical Intelligence as a foundational element of healthcare delivery. This steadiness shapes strategic decisions, aligns investment priorities, and enables sustained progress despite external disruption.

Suki separates transient market signals from durable priorities instead of letting short-term noise dictate

strategy. The company prioritizes long-term innovation over feature-race competition and avoids reactive checklist-driven development. It prioritizes clinical quality, reliability, and real-world impact, an approach that proves critical in healthcare environments where errors carry material consequences.

Suki demonstrates passionate persistence while scaling the organization at speed. The company addresses process breakdowns, operational friction, and cultural strain by resetting structures early rather than tolerating inefficiency. Teams removed bureaucracy that slowed execution, redesigned operating models around autonomous teams, and enforced a high talent bar even when decisions required trade-offs.

A value-driven leadership ethos grounded in presence, transparency, and humility supports these actions. The company’s leaders reinforce trust, accelerate learning, and strengthen long-term resilience. This combination of clarity, discipline, and persistence enables Suki’s executive team to guide transformational innovation through uncertainty and maintain execution quality at scale.

### Proven Value Built on Trust, Outcomes, and Scale

Suki reinforces its market leadership by translating innovation into outcome-driven value. Clinicians using the platform consistently reclaim significant time savings, often reclaiming one to two hours per day, which allows greater focus on patient care and reduces burnout. These efficiency gains extend beyond individual efficiency and reshape how providers allocate clinical attention.

*“As a clinician, you want to be there for the patient. You want to be able to give them the care that they're looking for. It's really hard to do that when you have to focus on getting your note done. Your patient can tell you're not there with them fully, I have been using Suki for about two years now. I can be fully present with my patient. I don't have to sit there and try to document every single thing that they're saying. I don't have to look at a computer screen.”*

- Dr. Alethea Appavu, Physical Medicine and Rehabilitation

Operational improvements translate directly into financial performance. Health systems increase encounter capacity, strengthen revenue capture, and realize tangible return on investment (ROI) at the provider level.

Commercially, Suki differentiates through a pricing philosophy aligned with AI-native economics. The company uses utilization-based pricing and adoption guarantees aligning incentives with actual usage and delivered outcomes rather than shelfware. This structure increases transparency and accountability, strengthens customer trust, and reinforces Suki's role as a long-term partner rather than a transactional vendor. Suki also offers traditional licensing models, providing customers with the flexibility to select the pricing approach that best aligns with their operational, financial, and procurement requirements.

*“Suki reinforces its market leadership by translating innovation into outcome-driven value. Clinicians using the platform consistently reclaim significant time savings, often reclaiming one to two hours per day, which allows greater focus on patient care and reduces burnout.”*

- Tara Semon,  
BPR Research Analyst

Suki reinforces its market position through operational discipline. The company maintains healthy gross margins in a compute-intensive environment by applying deliberate infrastructure design and rigorous cost management, both of which support sustainable scale. Over time, these practices strengthen market perception and trust. Customers recognize Suki not only as a capable technology provider, but as a reliable AI partner that supports healthcare systems through mission-critical transformation.

### Owning the Outcome from Adoption to Impact

Suki treats adoption and ownership as core responsibilities rather than post-sale activities. The company aligns with customers from the outset on clearly defined success metrics across clinical, operational, and financial dimensions, establishing baseline measurements prior to deployment. This structure frames implementation as a transformation initiative with defined outcomes, not a generic technology rollout.

Deployment follows a disciplined, cohort-based onboarding methodology that accelerates adoption, builds trust, and supports behavioral change. Suki empowers clinical champions early, enables peer-led adoption, and tracks progress continuously. When adoption exceeds benchmarks, the team validates; when adoption falls short, the company intervenes with targeted enablement and dedicated customer success resources.

Transparency anchors long-term ownership excellence. Administrative dashboards give stakeholders with clear visibility into adoption levels and realized ROI, strengthening executive confidence and enabling data-driven decisions. Adoption guarantees reinforce accountability while white-glove onboarding, 24/7

support, and high-touch customer success maintain enterprise-grade service standards. Suki extends this ownership philosophy across its partner ecosystem through structured enablement, and ongoing support, ensuring consistent performance and impact at scale. Ultimately, the company's model redefines ownership as a continuous commitment to outcomes, pairing disciplined adoption management with enterprise-grade service to drive lasting value at scale.

## Conclusion

---

Suki cleverly redefines how intelligent systems operate across healthcare delivery. The market faces fragmented workflows, adoption barriers, regulatory uncertainty, and strict clinical-grade accuracy requirements. The company narrows the gap between ambient intelligence's promise and its real-world impact. Many Ambient Clinical Intelligence (ACI) solutions struggle with integration complexity, scalability constraints, or clinician trust, while Suki designed a platform that adapts to rapid technology shifts and preserves the stability that healthcare systems require.

The company moves beyond incremental needs and reshapes the ACI platform landscape by setting a higher bar for clinical-grade quality, ecosystem neutrality, and long-term platform thinking, even as market volatility drives competitors toward short-term reactivity. Disciplined, values-driven leadership anchors execution, supports sustained focus on innovation, maintains unwavering commitment to customers, delivers measurable clinical and economic outcomes, and drives adoption through an ownership-first customer model. Frost & Sullivan analysts conclude that these strengths position Suki not only as a leader today, but as a foundational partner shaping the future of ambient intelligence in healthcare.

With its strong overall performance, Suki earns the 2026 Frost & Sullivan North American Transformational Innovation Leadership Recognition in the ambient clinical intelligence platform industry.

## What You Need to Know about the Transformational Innovation Leadership Recognition

---

Frost & Sullivan's Transformational Innovation Leadership Recognition identifies the best up-and-coming, potentially disruptive market participant.

### Best Practices Recognition Analysis

For the Transformational Innovation Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

#### Transformational Innovation

**Market Disruption:** Innovative new solutions have a genuine potential to disrupt the market, render current solutions obsolete, and shake up competition

**Competitive Differentiation:** Solutions or products articulate and display unique competitive advantages

**Market Gaps:** Solution satisfies the needs and opportunities that exist between customers' desired outcomes and their current market solutions

**Leadership Focus:** Companies' focuses are on building a leadership position in core markets and on creating stiff barriers to entry for new competitors

**Passionate Persistence:** Tenacity enables the pursuit and achievement of seemingly insurmountable industry obstacles

#### 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 fueled 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)

