

## 2018 KLAS Report



### **Security Audit Manager™** **Leader in Patient Privacy Monitoring** **#1 for the 4th consecutive year**

Iatric Systems Security Audit Manager™ was named the top-rated healthcare patient privacy monitoring solution in the 2018 Best in KLAS: Software & Services report. This prestigious Best in KLAS Report annually ranks healthcare technology products based entirely on feedback from healthcare professionals. Security Audit Manager received the highest overall score, 91, in the Patient Privacy Monitoring market segment.

Iatric Systems is proud to be recognized as a KLAS Category Leader for the fourth consecutive year because it reflects customers' confidence in the value Security Audit Manager brings to their healthcare organizations.

#### **According to Anonymous Customer Feedback**

(The following are selected commentaries that may not represent the whole of provider sentiment related to this product or service. Visit [KLASResearch.com](http://KLASResearch.com) for a complete view.)

##### **Relationship**

"Iatric Systems is responsive, and we hear from them on a weekly basis. Also, they are open to suggestions; they want to make their product better. They also do a good job of keeping us in the loop while they are fixing our issues."

– Director, November 2017

##### **Interfacing and Integration**

"We use Security Audit Manager as a SQL database that is fed data from the EMR. It has some pretty robust reporting capabilities. EasyConnect Jaguar is fine and works great. We can support Iatric Systems products internally or have Iatric Systems support them. We manage the day-to-day issues, but if we need something like an interface, we have them do it."

– CIO, January 2018

### Service and Support

"Generally, if I have an issue within the software, I have a contact who I am able to reach out to. That contact is able to get my issues resolved very quickly. The service is fabulous. Iatric Systems is the easiest vendor that I work with. I can usually get a response quickly, and issues are resolved within a couple of days if not within one day. The tickets aren't sat on and ignored; they are addressed immediately."

– Analyst/Coordinator, July 2017

"Security Audit Manager works. It is straightforward. The implementation and support from Iatric Systems are outstanding. Those teams have been amazing and awesome to work with. The support people respond quickly, and I don't have to be transferred to different people when I call. We have a dedicated resource, and this helps because we have established a history with this person. The support and implementation people are actually the same, so that gives the support people knowledge of our system and the implementation. That means that I don't have to give them any background information because the person I talk to generally knows what happened. That is a big strength to me. Working with various other vendors, I have experienced not knowing who I might speak to when I call the support people. The experience could be good or bad, depending on the previous support person's notes. Having support people at Iatric Systems who know us and our situation makes resolving issues faster."

– Manager, June 2017

### Functionality and Upgrades

"Security Audit Manager is terrific. We have had the product for several years, and it is in our long-term plans because of its great quality and the support we receive from Iatric Systems. The system's features are intuitive, and that makes our jobs a lot easier."

– Manager, June 2017

"Security Audit Manager has always been a very strong system. We are adding functionality to it. Iatric Systems came out with a new module called Auditor's Desktop, and we are excited about that. The module is pretty slick. Instead of looking at reports, we can look into the real-time data coming across. The data gets pushed to us, so we don't have to pull it out through traditional audit trails. The module also has more alerts."

– CIO, January 2018

(Selected Commentary Collected about Security Audit Manager by KLAS from January 2017 through January 2018 respectively @KLAS Enterprises, LLC. All rights reserved.

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