



KLAS First Look

Pexip Health

A FLEXIBLE TELEHEALTH SOLUTION



Separating fact from fiction

] pexip[health

What Does Pexip Health Do?

Pexip Health enables virtual telehealth visits with their platform. Since their founding 10 years ago, Pexip has gained traction in the healthcare community with their self-hosted, cloud-hosted, and hybrid cloud-deployment options. Pexip aims to replace videoconferencing systems by integrating with healthcare organizations' existing technologies and workflows and not requiring patients to download software or plug-ins. This report is an early look at the Pexip solution's performance and outcomes for healthcare customers.

Key Competitors

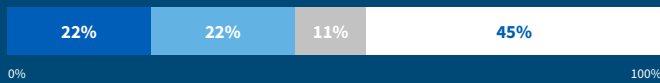
Microsoft, Twilio, Vido, Zoom, turnkey telehealth service providers

Number of Customers Interviewed by KLAS

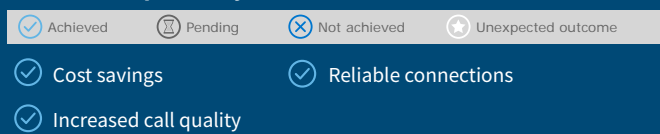
9 individuals from 9 unique organizations

Survey Respondents—by Organization Type (n=9)

■ Small standalone hospitals
 ■ Academic health systems
 ■ Payers
■ Small hospital health systems
 ■ Large IDNs



Outcomes Expected by Customers

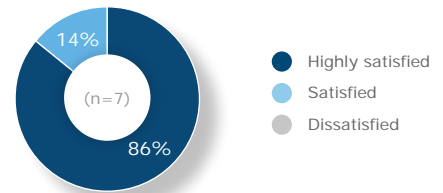


Bottom Line

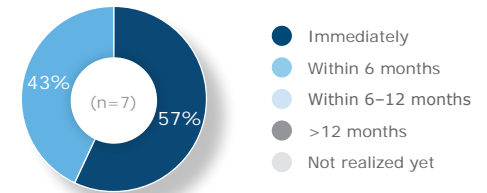
Pexip customers are highly satisfied with the telehealth solution's high-quality audio and video calls. The system is easy to implement and use, and customers report strong relationships with Pexip staff. Users expect to see enhanced functionality for specialized use cases—e.g., background feature customization and more options for controlling cameras—that will keep Pexip competitive with other telehealth vendors.

Pexip Health Customer Experience: An Initial Look

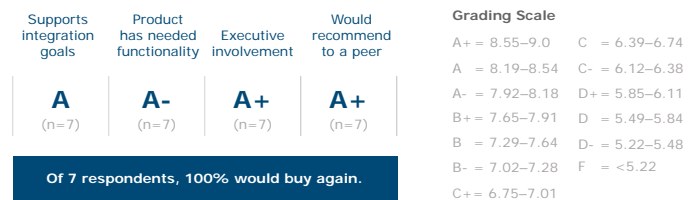
Overall Customer Satisfaction



Time to See Outcomes



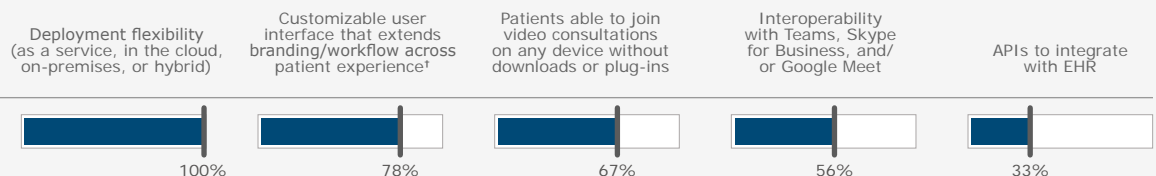
Pexip Health Performance (1-9 scale)



Adoption of Key Functionality

Pexip Health Feature/Service

Percentage of respondents achieving/validating (n=9)



†Includes the ability to create a customized app using Pexip on the back end

FIRST LOOK

Strengths

- Strong implementation and training processes
- Easy to set up and use
- High-quality audio and video calls



“The system works better than expected. I have never been disappointed by the system’s outcomes. . . . We have lower-bandwidth calls with high quality. I thought we might have some quality loss, but Pexip Infinity is really good at handling the traffic. We haven’t seen any loss in video or audio quality.” —Analyst

Challenges

- Users want additional telehealth features
- Some users would like better integration with core systems and devices
- One respondent thinks the system environment is too complex



“Over the past couple of years, Pexip has started to lag a little bit. I don’t know whether that is because they merged with Videxio and both have cloud and on-premises options. The vendor’s new features aren’t coming out as quickly as they once were. Pexip’s features are falling behind, but the vendor claims that they will catch up very shortly. There are features that I have been informed are on the road map for this year. I am very much looking forward to those features.” —Manager

KLAS’ Points to Ponder



Mike Davis

HCIT market research and analysis expert with 40+ years of experience

The Positives

Pexip provides a videoconferencing solution that can be easily extended to support telehealth. The system is intuitive to use and can be implemented on-premises, in private clouds, and in commercial clouds. The solution can be integrated with other videoconferencing solutions to improve their capabilities. Pexip is telehealth-device agnostic, which reduces operating costs and improves patient engagement flexibility.

Organizations looking at Pexip should consider the following:

The Solution’s Long-Term Viability in Healthcare

Telehealth solutions that are easy to implement and that support training and adoption with intuitive workflow designs are competitive. EHR integration, architectural flexibility, efficient system updates, and strong security and confidentiality capabilities are good foundational capabilities that support continued Pexip market success. The competitive telehealth market will require Pexip to deliver enhancements in quicker increments to compete with the leaders.

Impacts and Tradeoffs of the Underlying Technology

Pexip is well designed to accommodate the architectural needs of providers with on-premises, hybrid, and cloud solutions. The architecture is consistent with industry designs. The security and confidentiality components are compliant with leading global standards. Integration and interoperability with provider enterprise solutions are well supported with APIs. A wide array of devices can be used to support provider/patient interactions, making the solution cost effective.

Telehealth Engagement Considerations

Telehealth is more effective with higher levels of physician and patient engagement. Physicians should be able to help patients easily register for and schedule telehealth encounters. Telehealth solutions should provide pre-visit guidelines for patients, integrate with EHRs so clinicians can access patient data and all clinical documentation, and capture remote patient monitoring data before or during encounters.

Telehealth and Agnostic Device Designs

Some telehealth companies use specially designed carts to facilitate telehealth services. These proprietary carts drive up the cost of the telehealth services and may not provide the workflow flexibility required for providers. Telehealth solutions that support smartphones, tablets, and laptops are better positioned to meet the needs of both providers and patients.

Pexip Health: Company Profile at a Glance

Year Founded: 2011

Headquarters:
Global HQ in Norway,
regional offices in NY and VA

Number of Employees:
425 worldwide,
100 in North America

Number of Customers:
50 worldwide,
30 in North America

Revenue Model:
Annual subscription
dependent on deployment
model and consumption



Odd Sverre Østlie CEO

How would customers describe your solution?

Pexip provides a scalable, highly secure video platform. Using comprehensive APIs, the technology can be embedded into existing applications, creating a seamless and user-friendly experience for both patients and providers.

What is Pexip Health’s biggest differentiator?

- Scalability:** Demonstrated scale in production
- Interoperability:** Able to bridge across existing video technologies; users can join from any web browser, the Pexip app, or clinical carts, and the solution integrates with Microsoft Teams and Google Meet
- Security & privacy:** ISO 27001 certified, JITC certified, FIPS 140-2 compliant, and GDPR compliant; enables HIPAA compliancy
- Customization:** Flexible opportunities to customize the experience, from simple branding to embedding into customer web and mobile applications; available integration with existing data and workflow applications (e.g., Epic)
- Deployment flexibility:** Several hosting options tailored to customer security requirements, scale, and budget; options include self-hosted, hybrid, and cloud services

REPORT INFORMATION

Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS's best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to [klasresearch.com/faq](https://www.klasresearch.com/faq).

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Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



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Improving the world's healthcare through collaboration, insights, and transparency.

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