Zyter Is A Strong Performer Among Virtual Care Platform Providers

Excerpted From The Forrester Wave™: Virtual Care Platforms For Digital Health, Q1 2021

by Arielle Trzcinski with Daniel Hong, Sara Sjoblom, Paul-Julien Giraud, Peter Harrison
March 23, 2021

Zyter Goes Deep In Interoperability But Needs Faster Deployment Cycles

Zyter is known for its connected care platform, which has a high degree of interoperability across the care continuum — including more than 500 device integrations and more than 100 third-party software development kit integrations via partnerships. Zyter has a bold strategy that is hitting the right chords. It looks to be a one-stop platform for all providers' needs — eliminating the need for providers to maintain multiple applications and systems. Its go-to-market approach and emphasis on security have led to significant client contract growth and even pass muster to operate at US Department of Defense and Veterans Affairs facilities. Zyter's commercial model and approach to customer support are on par with other vendors in this evaluation. Its roadmap is focused on enhancing the patient experience with additional investments in AI and ML, device integration, and AR and VR support.

Zyter has strong capabilities in chronic care management, including support for a seamless billing experience and analytics for RPM to enable clinicians to establish a recurring revenue model and act as a complement to virtual care visits. The intake process is powered by Infermedica's API, which provides scale and enables the vendor to focus development efforts in other areas to improve the clinician experience.

FORRESTER WAVE™:
Virtual Care Platforms For Digital Health, Q1 2021

*A gray bubble indicates a nonparticipating vendor.

Long implementation times compared with other vendors in this evaluation and limited language support (English and Spanish only) are weaknesses. Large health systems and integrated delivery networks (IDNs) will find the most value in the breadth of Zyter's portfolio.

Zyter Is A Strong Performer Among Virtual Care Platform Providers
Excerpted From The Forrester Wave™: Virtual Care Platforms For Digital Health, Q1 2021

March 23, 2021

Zyter Evaluation Overview

CURRENT OFFERING

Intake process support	Zyter's capabilities are superior relative to others, considered "best in class," and include support for features such as an intake process that includes a symptom review (powered by AI or a summary of information) surfaced to a clinician.
Sensor data integration	Zyter's capabilities are superior relative to others, considered "best in class," and include support for features such as intelligent alerts and data ingestion and a wide array of devices integrated with the virtual care platform.
Routing	Zyter's capabilities are on par with others, including support for features such as routing based on acuity and diagnosis, opting for first available provider, or variable clinician capacity backed with external networks staffed by the vendor.
Patient experience measurement	Zyter's capabilities are on par with others. Health systems can tailor survey questions for patients and surface them throughout the appointment to assess each stage of the patient journey. These include, but aren't limited to, end-of-appointment and postvisit follow-ups to assess additional services that may have been recommended, such as the lab and/or pharmacy experience of a patient, if applicable.
Extended care team	Zyter's capabilities are on par with others, including support for patients to easily add additional attendees to the session, for clinicians to view and permit these attendees, and for the ability to lock the session.
Clinician experience measurement	Zyter's capabilities are on par with others, including support for features such as obtaining clinician feedback after each encounter through surveys and clinical advisory groups. Mobile and desktop experience are the same for a consistent experience.
Workflow integration	Zyter's capabilities are on par with others. All documentation is done within the virtual care platform and resides within the platform, or it is extracted and sent to other systems, such as the EHR, through various integrations.
Prescription management	Zyter's capabilities are on par with others, including support for features such as robust monitoring of prescription stewardship and the ability for patients to enter preferred pharmacy information during the intake process. The application enforces strict clinical protocols.
Chronic care management	Zyter's capabilities are superior relative to others, considered "best in class," and include support for features such as integrated sensors or devices to monitor patients, robust proactive notifications and alerts for both patients and extended care teams, and sophisticated back-office tools that help streamline claims and billing.
Clinical data interoperability	Zyter's capabilities are on par with others. The vendor supports integration via APIs (including but not limited to HL7 FHIR and CCD).

Zyter Is A Strong Performer Among Virtual Care Platform Providers
Excerpted From The Forrester Wave™: Virtual Care Platforms For Digital Health, Q1 2021

March 23, 2021

Zyter Evaluation Overview

Performance analytics	Zyter's capabilities are on par with others. The vendor provides a proprietary data repository that clients can access. Clients have access to third-party or proprietary business intelligence tools, including interactive dashboards and reporting. Both prebuilt and ad hoc reports are available and configurable out of the box. Clients can benchmark against "like" peers across the vendor's network.
Multiparty sessions	Zyter's capabilities are on par with others.
Scalability	Zyter's capabilities are on par with others. The platform can support an unlimited number of providers registered and logged into the system.
Deployment	Zyter's capabilities are below par compared with others. The vendor has demonstrated success in deploying client instances within one month or more, with clinicians able to immediately see patients in that time frame.
Security	Zyter's capabilities are on par with others and demonstrate robust security and encryption measures. The solution is HITRUST certified and HIPAA compliant and leverages multifactor authentication for SSO capabilities. AES-256 is used for encryption of data at rest. White labeling of devices is limited to control access to the platform.
Designing for equity	Zyter's capabilities are below par compared with others. Persona development includes a broad set of individuals, including those with diverse racial and economic backgrounds, gaps in social determinants of health, accessibility needs, internet access and bandwidth issues, and more.
Language support	Zyter's capabilities are on par with others. The vendor can support a translated experience in a limited set of languages.
Solution accessibility	Zyter's solution conforms to WCAG at Level AA or Level A and has some practices in place (e.g., QA runs testing with assistive tech like screen readers) to ensure that the solution is usable, not just compliant.

STRATEGY

Supporting products and services	Zyter's strategy is superior relative to others. The vendor is a full-service provider that staffs individuals with deep industry expertise. Customer references highlighted its support approach in reference calls. The vendor offers a suite of healthcare-vertical-specific services and solutions that complement and integrate with the virtual care solution, such as chronic care management services.
Vision	Zyter's strategy is superior relative to others. The vendor has a significant track record of innovation in the healthcare market. The roadmap has clear priorities that are aligned with the most critical market needs. Senior leadership is visibly involved in setting the direction of the product and has clear ties to the voice-of-the-customer program.

Zyter Is A Strong Performer Among Virtual Care Platform Providers
Excerpted From The Forrester Wave™: Virtual Care Platforms For Digital Health, Q1 2021

March 23, 2021

Zyter Evaluation Overview

Roadmap	Zyter's roadmap is superior compared with others, including differentiated and innovative features or offerings that will greatly increase market momentum and growth. Customer references confirm that the solution vision is growing with their needs.
Market approach	Zyter's strategy is on par relative to others. The solution is primarily deployed and used by health systems that need to enable their existing providers.
Performance	Zyter's performance is on par with others. The vendor experienced significant growth in 2020.
Commercial model	Zyter's strategy is superior relative to others. Pricing structure is simple, transparent, and focused on reducing the cost of care passed on to the patient. Freemium options exist, or there are creative options for single providers that keep virtual care costs low.
Customer success	Zyter's strategy is on par with others. It includes CSM support that is well defined and well operationalized. The vendor has invested in client training, including client communities and/or peer-to-peer networks.
Partner ecosystem	Zyter's strategy is on par relative to others. The vendor is affiliated with national associations such as the American Hospital Association and the American Telemedicine Association. The vendor is affiliated with a number of medical device providers and vendors that provide peripheral devices to consumers and providers. The vendor has taken an agnostic approach where possible.

FORRESTER®

4