
2024 Best in KLAS – Global Software



KLAS published the [2024 Best in KLAS— Global Software](#) report. This report highlights the top performing global (non-US) acute care EMR, PACS, digital pathology, and virtual care vendors in 2023, broken out by global region. For 2024 Best of KLAS winners in the US market, see the [2024 Best in KLAS – Software & Services report](#), also published today.

Regional category winners for global acute care EMR are: IQVIA Arcus Air HIS in Asia/Oceania, Epic EpicCare Inpatient EHR in Canada, Dedalus ORBIS in DACH (Germany, Austria and Switzerland), Softway Medical Hospital Manager in France, Epic EpicCare Inpatient EHR in northern Europe, Dedalus Care (HCIS) in southern Europe, Epic EpicCare Inpatient EHR in UK/Ireland, MV Soul in Latin America, and Oracle Health Millennium PowerChart in the Middle East/Africa.

Regional winners for PACS include Fujifilm Synapse in Asia/Oceania, Sectra PACS in Canada, VISUS JiveX in DACH, Sectra PACS in northern Europe, Sectra PACS in southern Europe, Intelrad Insight PACS (Insignia) in UK/Ireland, Pixon PACS Aurora in Latin America, and Agfa HealthCare Enterprise Imaging for Radiology in the Middle East and Africa. The winner for digital pathology – Europe, is TRIBUN Health CaloPix and the winner for shared care records/HIE – Europe is Intersystems Healthcare Unified Care Record.

Steve Low, President of KLAS Research, congratulated the winners. “The 2024 Best in KLAS – Global Software report highlights the top-performing healthcare IT solutions as determined by extensive evaluations and conversations with thousands of healthcare providers. These distinguished winners have demonstrated exceptional dedication to improving and innovating the industry, and their efforts are recognised through their inclusion in this report. Congratulations to all the winning vendors for setting the bar for excellence in healthcare IT! KLAS continues to be committed to creating transparency and helping providers make informed decisions through our accurate, honest, and impartial reporting.”

Key Learnings from 2024

Patient engagement gains energy. Better engaging with patients throughout their healthcare journey is a top priority for healthcare organisations around the globe; nearly two-thirds of organisations interviewed by KLAS worldwide report that patient engagement technology is a high priority for IT investment in the next one to two years. Many are already leveraging patient engagement technologies to some degree, with a focus in coming years on consolidating functionalities through the patient portal and broadening and simplifying patient access to healthcare services.

EHR optimisation and expansion a continued priority. Around the world, healthcare organisations continue to focus their IT investment efforts on optimising their existing technologies, particularly the EHR. This includes improving adoption and usability for end users across clinical areas as well as leveraging more data-driven capabilities from EHR vendors to further optimise operations. In 2024, KLAS will publish two reports, focused on the Middle East/Africa and the UK/Ireland, that examine the adoption and performance of EHR vendors’ broader portfolios.

Healthcare organisations push toward the cloud. In tandem with EHR optimisation efforts, many healthcare organisations are looking to modernise and lighten their IT infrastructure, with more and more looking to the cloud. While cloud adoption is still early, plans are becoming more concrete; over two-thirds of organisations interviewed by KLAS report being in at least the early stages of cloud adoption. Additionally, cloud strategy and transformation is the area in which healthcare organisations most frequently report plans to engage a services firm for advisory work.

For full details, [please see the report](#).

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2024 Best in KLAS definitions. Best in KLAS is awarded only in those software and services market segments that have the broadest operational and clinical impact on healthcare organisations. Best in KLAS 2024 is based on information obtained from more than 26,000 evaluations. These interviews represent the opinions of healthcare professionals and clinicians from more than 5,000 healthcare organisations and measure more than 1,100 healthcare technology products and services.

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