



Goliath Technologies End-User-Experience Monitoring and Troubleshooting 2023

Seeking to Optimize Healthcare IT Systems



Goliath Technologies End-User-Experience Monitoring and Troubleshooting: Seeking to Optimize Healthcare IT Systems

Why This First Look?

To enhance efficiency and system reliability, healthcare organizations need robust tools that monitor their IT system. With system optimization, organizations can deliver higher-quality care, improve patient access to medical records, improve response times, and offer better healthcare services overall. Goliath Technologies aims to help organizations' IT infrastructure perform optimally by offering comprehensive system performance-monitoring tools. This report examines the customer experience of Goliath Technologies.

What Does Goliath Technologies Do?

(a customer explains)

"Goliath Technologies helps us monitor different environments, and the firm provides a comprehensive tool to look at different statistics and metrics. We use Goliath Technologies' tool as a monitoring tool as well as a troubleshooting tool. When users experience different issues, whether they experience slowness or some other performance-related issue, we use the tool to help us analyze, troubleshoot, and get to the root cause quickly and efficiently." —Manager

Bottom Line

All customer respondents are satisfied and say Goliath Technologies keeps all promises. The support team is highlighted as a key strength, with one customer saying it is the vendor's top positive differentiator. Respondents are also satisfied with the vendor's innovation and implementations and with the product's ability to drive outcomes. Some would like better QA checks to prevent bugs, along with ongoing training for new features to improve ease of use.

Key Competitors (as reported by Goliath Technologies)

Vendors like eG Innovations and Lakeside Software that provide network monitoring tools, overall monitoring software, and/or system performance tools

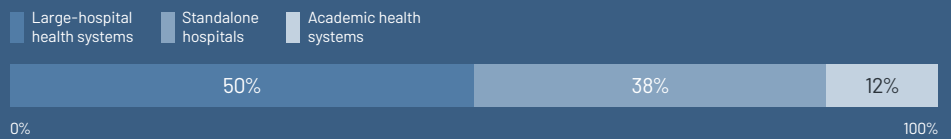
Top Reasons Selected

Seen as the market leader, established vendor, recommended by peers, cost, solution capabilities

Number of Customers Interviewed by KLAS

8 individuals from 8 unique organizations (Goliath Technologies shared a list of 24 unique organizations; the list represents 80% of the customers that were eligible for inclusion at the time of this study)

Survey Respondents—by Organization Type (n=8)



Goliath Technologies End-User-Experience Monitoring and Troubleshooting Customer Experience: An Initial Look

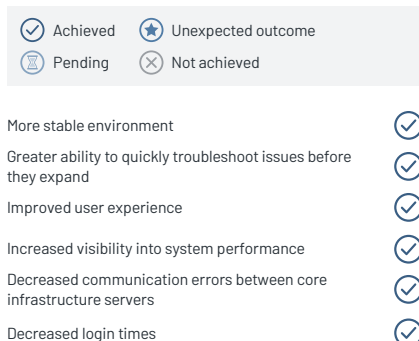
Overall Customer Satisfaction (n=6)



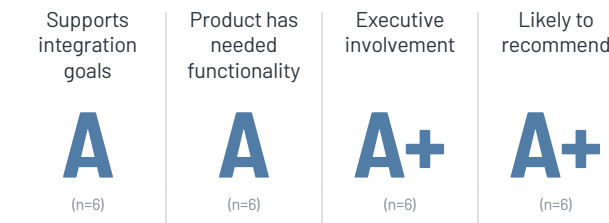
Time to See Outcomes (n=8)



Outcomes Expected by Customers



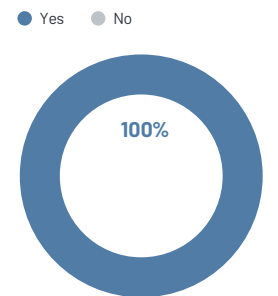
Key Performance Indicators (1-9 scale)



Software grading scale

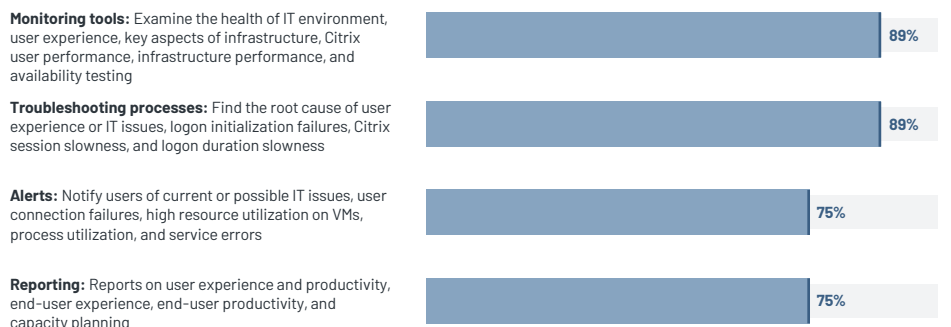
A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Would you buy again? (n=6)



Adoption of Key Functionality—by Organization

Percentage of interviewed organizations using functionality (n=8)



Strengths

Support team offers timely communication and good implementations and upgrades



"Goliath Technologies' team has given us 110% when it comes to implementations, upgrades, and support. The firm's response time is right on, and they don't delay in getting back to us. Their communication is excellent. Goliath Technologies has been a great company to work with. Goliath Technologies knows what they are doing. That is what makes their offerings so good. Their people are very patient. The firm always gives us the right people to walk us through things or help us." —Manager

Delivery of new technology



"The strength of the Goliath Technologies tool is absolutely the evolution of the solution and its continued growth. Goliath Technologies does not offer a stagnant tool; we are constantly getting new features that are beneficial to the organization." —Director

Vendor keeps all promises and helps drive outcomes



"Goliath Technologies absolutely keeps all promises. We are not getting charged for every little thing. Once we got the data from Goliath Technologies, we had to break it down and look at what we were seeing. Almost immediately, Goliath helped us identify some communication errors between some of the core infrastructure servers that we were able to get fixed up quickly." —Director

Opportunities

Ongoing training for new features



"When we first started with Goliath Technologies, we had people on the phone with us who walked us through a bunch of things with regard to how to use the product. However, since then, there hasn't been any direct training that we have taken. . . . We don't see any new training with regard to the new features." —Manager

Improved QA checks and UI



"The UI is very clunky for people who have used monitoring tools for a long time. If we try to load a file or something, we run into a character limitation. The vendor is aware of that and is working on it. Because of how many bugs we find, we feel like we are doing QA for the software. We find the problem before the vendor does. Goliath Technologies delivers upgrades or patches, but those are not based on our needs." —Manager

More product improvements, such as bug fixes and better application availability



"The only negative we see from the Goliath Technologies product is that it doesn't seem to work as well as we think it should as far as application availability goes. . . . There are some bugs in the applications. . . . There are still some improvements that need to be done to the product." —Manager

Points to Ponder

What does a customer need to do to be successful with this solution?

Customers explain

- **Communicate:** *"For a customer to be successful with Goliath Technologies, they need to report all the issues that we encounter and give the vendor updates on ways to meet their needs." —Manager*
- **Have a team over the product:** *"Customers need a team to oversee Goliath Technologies' software because that software is robust and can overwhelm one person." —Manager*
- **Set up inventory filtering:** *"The main thing customers should look at is having inventory filtering set up well. We ignored that for a while, but once we set that up, it really cleaned up what was found by Goliath Technologies' system." —Manager*
- **Dedicate resources to the implementation and continued use of the product:** *"Customers should familiarize themselves with the technology. They should allocate time and resources to implement and use Goliath Technologies' product correctly and then stay on top of it." —Manager*
- **Utilize vendor-provided information:** *"Utilize the information . . . given by the vendor and make the necessary changes. . . . We have been successful because they offer new features and reporting. If someone wants to be successful with Goliath Technologies, they need to stay abreast of those things. An organization will need to constantly evolve its environment and make the necessary changes to increase performance." —Director*

Goliath Technologies explains

- Identify what EHR user experience issues should be solved and how they manifest to clinicians.
- Clearly define what success looks like and be prepared to expand what you think is possible because Goliath's technology is industry-only. Our approach changes the dynamic and allows for the proactive management of clinician experience that previously was thought impossible.
- Engage key stakeholders from both the IT and clinician sides of the business, fostering collaboration between the IT organization, EHR vendors, and influential figures such as the CMIO and CIO, who play pivotal roles in assessing success.
- Leverage our technology's embedded intelligence and automation, specifically tailored for health systems with limited staff and resources. Witness the transformative impact as troubleshooting of clinician issues begins within hours at institutions such as Intermountain Health, Ascension, Colorado Children's, and others.

Other relevant commentary



Vendor has long-term viability: *"If Goliath Technologies keeps developing new features and adding new things to the solution, they will have their finger on the pulse of what the Citrix community needs. The vendor came out with a capability for remote-workforce monitoring. From a reporting standpoint, that was fantastic. We are utilizing the end-user experience features extensively. Goliath Technologies continues to evolve and develop those. The evolution of the product is what is going to make Goliath Technologies continue to be viable in the market and extremely beneficial to the Citrix folks out in the world who need some additional help from their environment." —Director*



Vendor's support team sets them apart: *"The response time and knowledge of Goliath Technologies' support team set the vendor apart from other vendors. The vendor's customer service is excellent, and their leadership team responds quickly when we reach out. Goliath Technologies has knowledge, so we are pretty confident that the vendor's people can support us." —Manager*

Goliath Technologies: Company Profile at a Glance

Founder

Thomas Charlton

Year founded

2010

Headquarters

Philadelphia, PA

Number of customers

30 unique health systems (IDN level) eligible for inclusion in this study; additionally, 26 Cerner ITWorks customers and 200+ CommunityWorks customers

Number of employees

<200

Typical duration and cost of projects

90-120 days and between \$50k-\$500k

Target customer

Any system that is experiencing IT pain, regardless of the size of the system or organization. If a health system is concerned about EHR reliability, system responsiveness, or availability, we offer the only purpose-built solution for them.



Healthcare Executive Interview

Thomas Charlton,
Chairman and CEO

In 2-3 sentences, how would your customers describe your services?

Goliath stands out as the sole vendor equipped with both business and technical partnerships with leading EHR vendors, placing significant emphasis on enhancing reliability, system responsiveness, and the availability of clinical applications. Our role extends beyond the EHR vendor's application focus, as we strive to ensure seamless access to patient records and critical applications for clinicians and clinical staff. By providing essential tools to healthcare IT (HIT) professionals, we empower them to enhance client satisfaction and elevate their Net Promoter Score (NPS).

Can you provide a brief overview of your company and this business unit?

Our inception was driven by a clear vision: to assist health systems in actively overseeing the clinicians' experience with their clinical and revenue cycle applications. Within our healthcare business unit, we have cultivated strategic partnerships with industry leaders such as Epic, Cerner, and MEDITECH, working collaboratively to devise comprehensive solutions aimed at enhancing the reliability, system responsiveness, and availability of these crucial applications. Our unwavering objective is to ensure that clinicians can wholeheartedly focus on delivering optimal patient care, with IT seamlessly enabling this process rather than presenting impediments along the way.

What is Goliath Technologies' biggest differentiator?

We have positioned ourselves exclusively within the healthcare sector, fully attuned to the unique challenges faced by HIT. Despite operating with only half the budget and headcount compared to their enterprise counterparts, HIT professionals bear the weight of performance issues that directly impact patient care. Our differentiator lies in being the sole troubleshooting solution equipped with purpose-built modules tailored to the major EHR vendors. Through exclusive industry partnerships and purpose-built modules for Cerner, Epic, and MEDITECH, along with comprehensive support for other EHR vendors, Goliath stands unmatched. Our unparalleled access to EHR systems empowers proactive resolution of reliability, responsiveness, and availability issues before clinicians are impacted. The endorsement of Oracle Health (Cerner), who employs Goliath internally and resells our product, along with our exclusive feature in the Epic App Orchard Program and website, further affirms our unique position in the market.

Solution Technical Specifications (provided by Goliath Technologies)

Cloud environment

AWS

Development platform

JavaScript, C++, HTML, Python

Database environment

SQL

Security platform

Varies, but most APIs are HTTPS-based REST APIs; Transport Layer Security (TLS) protocol level depends on the requirements from each provider and the endpoint (e.g., AWS and MS Azure use TLS 1.2)

AI

Yes—KIP (an AI troubleshooting assistant)

Report Information

Goliath Technologies Performance Overview

All standard software performance indicators

Culture		
Keeps all promises (percent of respondents who answered yes)	(n=6)	100%
Proactive service (1-9 scale)	(n=6)	A+
Product works as promoted (1-9 scale)	(n=6)	A+

Loyalty		
Forecasted satisfaction (1-9 scale)	(n=6)	A+
Likely to recommend (1-9 scale)	(n=6)	A+
Overall satisfaction (1-9 scale)	(n=6)	A+
Part of long-term plans (percent of respondents who answered yes)	(n=6)	100%
Would you buy again (percent of respondents who answered yes)	(n=6)	100%

Operations		
Ease of use (1-9 scale)	(n=6)	A-
Quality of implementation (1-9 scale)	(n=6)	A+
Quality of training (1-9 scale)	(n=6)	A

Product		
Delivery of new technology (1-9 scale)	(n=6)	A
Overall product quality (1-9 scale)	(n=6)	A
Product has needed functionality (1-9 scale)	(n=6)	A
Supports integration goals (1-9 scale)	(n=6)	A

Relationship		
Executive involvement (1-9 scale)	(n=6)	A+
Quality of phone/web support (1-9 scale)	(n=6)	A

Value		
Avoids charging for every little thing (percent of respondents who answered yes)	(n=6)	100%
Drives tangible outcomes (1-9 scale)	(n=6)	A+
Money's worth (1-9 scale)	(n=6)	A+

Software grading scale					
A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22	
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84		
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48		

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' 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.

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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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Our Mission

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

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