Second Look

Goliath Technologies End-User Experience Monitoring & Troubleshooting 2025

An Updated Look at a Solution Seeking to Improve EHR Speed and Reliability

Emerging Insights Report | **December 2025**

KLAS RESEARCH

Second Look

Note: Second Look reports provide an update on the customer experience with solutions examined in First Look and Spotlight reports. Note that the data represents early findings.

GOLIATH TECHNOLOGIES®
HEALTH IT OBSERVABILITY

Goliath Technologies End-User Experience Monitoring & Troubleshooting 2025 An Updated Look at a Solution Seeking to Improve EHR Speed & Reliability

Why This Second Look?

Healthcare organizations seek to ensure clinician satisfaction and high efficiency through EHR speed and reliability. Goliath Technologies aims to address that need with an integrated solution specifically built for Epic, Oracle Health, and MEDITECH, providing data that clinical and IT leaders use to understand issues and implement fact-based initiatives to improve clinician experience. KLAS first reported on Goliath Technologies' End-User Experience Monitoring & Troubleshooting in August 2023; this report offers a look at how the customer experience has changed over the last two years.

What Does End-User Experience Monitoring & Troubleshooting Do?
(a customer explains)

"The solution keeps a history of when users are logged in and what performance was like. We can see when something breaks. We use it to drive down login times, and we use the reporting feature to monitor things like initial login time and latency once we are running an app, and the vendor has some built-in reports now that summarize that. If we start seeing numbers get out of line, we react quickly rather than waiting until a problem arises." —Manager

Bottom Line

Overall, interviewed customers are satisfied with Goliath Technologies' solution because it helps drive organizational efficiency, has robust capabilities that provide needed functionality, and is backed by proactive communication and training from the vendor. Respondents hope to see improved pricing and licensing, report customization, and solution complexity. Customers have noticed the improvement Goliath Technologies has made in response to customer feedback, which has built trust and confidence in the partnership.

of Customers Interviewed by KLAS

7 individuals from 7 organizations (Goliath Technologies shared a list of 60 unique US-based organizations; the list represents 100% of the customers that are eligible for inclusion in this study)

Top Reasons Selected

Cost-effectiveness, solution capabilities, value, quality of support staff

Survey Respondents—by Organization Type

■ Standalone hospital ■ Large-hospital health system ■ Clinic

4	2	1

0% 100%

Goliath Technologies End-User Experience Monitoring & Troubleshooting Customer Experience

Distribution of Overall Performance Score
Based on individual respondents, not unique organizations

▼ # of individual respondents

0	4	3
Dissatisfied (<70.0)	Satisfied (70.0–89.9)	Highly satisfied (90.0+)

▶ Respondent score (100-point scale)

Key Performance Indicators

*Limited data

	Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend	Would you buy again? Percentage of respondents who answered yes
2025 (n=7)	B*	B+*	A+*	A-*	100%*
2023 (n=6)	A*	A*	A+*	A+*	100%*

0% 100%

Software grading scale (1–9 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	

Validation of Key Outcomes
Functionality validated by interviewed organizations (n=7)

✓ Validated   ✕ Not validated

- ✓ Improved visibility into user and clinician experience
- ✓ Proactive monitoring and root cause analysis of issues
- ✓ Reduced login times and monitored EHR latency
- ✓ Reduced troubleshooting time
- ✓ Visibility into and understanding of the environment

Validation of Key Functionality
Functionality validated by interviewed organizations (n=7)

✓ Validated   ✕ Not validated

- ✓ Broad view of the product's impact on the clinician experience
- ✓ EHR speed and reliability services
- ✓ New Epic module to automate scripts for updates
- ✓ New scorecards to communicate with informatics/clinicians

Strengths

Solution drives positive tangible outcomes and promotes organizational efficiency

"End-User Experience Monitoring & Troubleshooting has been a game changer. The solution is probably one of the most important that we have that can help give us true data for the Citrix environment or our user experience. We are using the tool in a number of different ways to try to prevent issues or proactively go after issues, even if users haven't reported challenges. The solution definitely positively impacts the end users." —Director

Solution has robust capabilities and functionalities that deliver on the vendor's promises

"The strength of End-User Experience Monitoring & Troubleshooting is that it provides comprehensive monitoring. Users appreciate its ability to monitor Citrix environments and provide detailed performance insights. The product has diverse features. It offers a range of monitoring capabilities, making it useful across different industries. The product delivers on its promise of proactive monitoring and root cause analysis, especially for Citrix performance issues. Real-time session data, logon-duration breakdowns, and self-healing workflows are standout features." —Analyst/coordinator

Vendor proactively communicates changes and provides consistent ongoing education

"Goliath Technologies does a monthly public call just for their product, and they cover a lot of stuff on those calls. The ongoing training is pretty good. Goliath Technologies is pretty proactive. There are webinars that come out where they talk through changes and show different things that are coming with the solutions." —Manager

Opportunities

Some smaller organizations note the solution can be a heavy lift, particularly due to the IT requirements and complexity

"The configuration can be complex due to the breadth of features, requiring time and technical expertise. While improved, the UI still has room for refinement in terms of intuitiveness and customization. Some advanced features may require deeper training to be fully leveraged. Smaller organizations may find the resource requirements, like the SQL server and server specifications, a bit heavy. The licensing flexibility could be improved, especially around agent management and scaling." —Analyst/coordinator

Customers want to see more new features included without additional costs

"Sometimes Goliath Technologies does charge for little things. One of the vendor's newest features is a best practice checker, and it is an extra add-on. I feel like it should be part of the product just because it tells me when things are not configured correctly. I was disappointed with that." —Manager

A lack of ability to customize reports reduces customer utilization

"Some data in the reporting tools doesn't really apply to us, and it doesn't really give a lot of room for customization. I don't want to present any type of report to management with a bunch of data because that isn't really what they want to see." —Analyst/coordinator

Points to Ponder

What Does a Customer Need to Do to Be Successful with This Solution?

Customers explain

- **Reflect on what your organization will be monitoring in terms of performance:** *"I would recommend End-User Experience Monitoring & Troubleshooting depending on what someone is monitoring. If we weren't using our EMR at all, then the likelihood of us using Goliath Technologies' system would probably not be high. There are a bunch of application performance monitoring tools out there, and Goliath Technologies' system is on the higher end of the spectrum. For our use, End-User Experience Monitoring & Troubleshooting makes a lot of sense."* —Analyst/coordinator

Goliath Technologies explains

- Prepare for exclusive business and technical partnerships with Epic, Oracle Health, and MEDITECH to enable Goliath to provide health systems with analytics to quantify and resolve EHR speed and reliability issues impacting clinicians. We identify and measure the impact of speed and reliability problems on clinicians, which can only be accomplished with the right technology.
- Identify what EHR clinician 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 clinical sides of the business, fostering collaboration between the IT organization, EHR vendors, and clinical and IT leadership, who play pivotal roles in assessing the success of EHR speed, reliability, and clinician experience improvement. Leverage our technology's AI 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.

Developments in the Last Two Years

In the past two years, there have been some noted developments. One concern in 2023 was insufficient education and ongoing training; now, interviewed customers highlight the training as a strength. Previously a reported strong point, the delivery of technology is reported to have stalled, with respondents noting occasional updates and cost/licensing barriers. Overall, current respondents feel the vendor listens to their feedback and incorporates changes to help them succeed.

"We feel that the product offers strong value, especially compared to competitors with limited Citrix support. Goliath Technologies' ability to reduce troubleshooting time and improve the user experience translates into a tangible ROI." —Analyst/coordinator

"There haven't been a lot of changes made to the solution recently. Goliath Technologies has been releasing patches and a few reports, but there haven't been any major functionality changes or UI refreshes. They haven't really added much to the core functionality that we have without buying stuff." —Manager

"Goliath Technologies is very amenable to all the inputs that we have, and that is definitely a plus compared to our previous vendor. . . . Goliath Technologies is open to suggestions on how to improve the product. If they incorporated some of our suggestions, we would definitely be fully satisfied within the next year." —Analyst/coordinator

Other Relevant Commentary

"We have been able to fix some problems by using the tool and truly see results. It does what we need it to. End-User Experience Monitoring & Troubleshooting is one of those solutions that truly gives us visibility into the environment. For what we are using it for, the solution gives us the data into the environment and helps us understand the experience." —Director

❝ *"I recommend End-User Experience Monitoring & Troubleshooting on a daily basis. I love the product. It came in and solved the problem we were looking to solve, and it continues to solve problems. It can go through the entire end-user experience and give us proactive information before we even know there is a problem, and that is what we all strive for in this industry. The tool gives me daily reports, and I will look at the report and notice any problems. It lets us know even before the user is experiencing the issues. The solution comes up and tells us that there might be an issue creeping up, that a number is going up a bit, and that we might want to check certain things." —Manager*

Goliath Technologies: Company Profile at a Glance

Founder
Thomas Charlton

Year founded
2010

Headquarters
Philadelphia, PA

Number of employees
<200

Typical project duration
90–120 days

Project cost
$50K–$500K

Target customer
Any health system 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 a purpose-built solution for them.

Healthcare Executive Interview

Thomas Charlton,
Chairman & CEO

How would your customers describe your services?

Health systems describe Goliath Technologies as a partner that gives them a complete, objective view of how every clinician experiences the EHR, without requiring additional self-reporting. Goliath leverages technical and business partnerships with Epic, Oracle Health, and MEDITECH to capture experience data across clinicians. This provides a common set of facts that both clinical and IT leaders can use to understand and resolve issues that affect EHR speed and reliability. Customers see Goliath's solution as a practical solution that directly improves the daily EHR experience, clinician satisfaction, and ultimately, patient care.

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

Goliath's platform measures EHR speed and reliability across clinicians to quickly identify which and how many clinicians are having issues as well as the frequency, duration, and root causes of those issues. Goliath is closely aligned with the KLAS Arch Collaborative's research that shows that EHR speed and reliability are the foundation of success. Today, health systems—including many KLAS Arch Collaborative members using Epic, Oracle Health, and MEDITECH—depend on Goliath to give IT and clinical leaders a single, trusted view of clinicians' digital experience so they can improve system logon times and EHR speed and reliability at scale.

What is Goliath Technologies' biggest differentiator?

Goliath provides at-the-elbow digital experience insights on clinician EHR experience. When health systems deploy Goliath, they get data on their clinicians' EHR experience they have never seen before, and they see it quickly, often within the first 24 to 48 hours. Customers get an end-to-end view of exactly what clinicians are experiencing, from the moment they log on to clinical or business applications through the end of their session. IT and clinical leaders can clearly identify who is encountering issues such as long logon times or session slowness, see whether issues are amplified or isolated, and determine the root cause so issues can be resolved faster. Issues that previously lingered for months can now be found in hours and resolved in days. Clinical and IT leadership now have a common set of facts on which to collaborate and implement fact-based initiatives to improve EHR speed, reliability, and clinician experience.

What is the EHR Speed & Reliability Improvement Program?

Our EHR Speed & Reliability Improvement Program is straightforward and effective. It isn't a long consulting engagement requiring full staff support. We identify and measure the impact of speed and reliability problems on your clinicians. We use digital data to provide the nuanced details that are missing from most descriptions of speed and reliability issues. Purpose-built technology is needed to translate technical challenges impacting a clinician's experience into actionable data to resolve issues.

Solution Technical Specifications Information 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)

Confidentiality
[Not provided]

Data encryption
[Not provided]

Integration approach
[Not provided]

HITRUST certification
[Not provided]

AI
Yes

Report Information

Sample Sizes

Unless otherwise noted, sample sizes displayed throughout this report (e.g., n=6) represent the total number of *unique customer organizations* that responded to a particular question. Some respondents choose not to answer all questions, meaning the sample size may change from question to question.

Sample sizes of 15+ unique organizations are considered fully rated. When the sample size is 6–14, the data is considered limited and marked with an asterisk (*). If the sample size is 3–5, the data is considered emerging and marked with a double asterisk (**); no overall performance score is shown for emerging data. No data of any kind is shown for questions with a sample size of less than 3. Note that data marked as limited or emerging has the potential to change significantly as additional surveys are collected.

Goliath Technologies End-User Experience Monitoring & Troubleshooting Performance Overview
All standard software performance indicators

Overall performance score (100-point scale) (n=7)

2025 Best in KLAS software average: **80.6**

91.0*

0.0   100.0

Culture	2023	2025
Keeps all promises Percentage of respondents who answered yes	100%* (n=6)	100%* (n=6)
Proactive service (1–9 scale)	A+* (n=6)	A-* (n=7)
Product works as promoted (1–9 scale)	A+* (n=6)	A* (n=7)
Loyalty	**2023**	**2025**
Forecasted satisfaction (1–9 scale)	A+* (n=6)	A+* (n=7)
Likely to recommend (1–9 scale)	A+* (n=6)	A-* (n=6)
Overall satisfaction (1–9 scale)	A+* (n=6)	A+* (n=7)
Part of long-term plans Percentage of respondents who answered yes	100%* (n=6)	100%* (n=6)
Would you buy again Percentage of respondents who answered yes	100%* (n=6)	100%* (n=7)
Operations	**2023**	**2025**
Ease of use (1–9 scale)	A-* (n=6)	A-* (n=7)
Quality of implementation (1–9 scale)	A+* (n=6)	A-* (n=7)
Quality of training (1–9 scale)	A* (n=6)	A* (n=7)

Product	2023	2025
Delivery of new technology (1–9 scale)	A* (n=6)	B* (n=7)
Overall product quality (1–9 scale)	A* (n=6)	A-* (n=7)
Product has needed functionality (1–9 scale)	A* (n=6)	B+* (n=7)
Supports integration goals (1–9 scale)	A* (n=6)	B* (n=6)
Relationship	**2023**	**2025**
Executive involvement (1–9 scale)	A+* (n=6)	A+* (n=6)
Quality of phone/web support (1–9 scale)	A* (n=6)	A+* (n=6)
Value	**2023**	**2025**
Avoids charging for every little thing Percentage of respondents who answered yes	100%* (n=6)	67%* (n=6)
Drives tangible outcomes (1–9 scale)	A+* (n=6)	B+* (n=7)
Money's worth (1–9 scale)	A+* (n=6)	A-* (n=6)

*Limited data

Software grading scale (1–9 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	

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

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