



IN PARTNERSHIP WITH



THE INTRASYSTEMS & GOLIATH HEALTHCARE CONSORTIUM

Know How Clinicians Experience the EHR. Fix Issues Before They Impact Patient Care.

An exclusive partnership that pairs Goliath's KLAS A-rated EHR clinician experience data with IntraSystems' full-stack healthcare managed services, so health systems can see performance problems from the endpoint to the EHR and have the team to resolve them.

47%

of clinicians are dissatisfied with EHR response time
KLAS 2025

56%

cite the EHR as a contributing factor to burnout
KLAS 2025

\$1M

maximum cost to replace a single physician
AMA

7-10 yrs

average EHR contract. You can't swap platforms, only manage them better
INDUSTRY AVERAGE

THE VISIBILITY GAP

Clinician experience initiatives no longer need to happen in a vacuum. Objective data gives clinical and IT leaders a common set of facts to guide investments, target improvements, and measure outcomes.

WHAT GOLIATH BRINGS

Clinician experience data, in EHR terms

- Exclusive data partnerships with Epic, Oracle Health, and MEDITECH, with purpose-built modules for each
- The only KLAS A-rated solution for EHR system speed and reliability
- Performance shown as clinician experience with Epic Hyperdrive and Oracle Millennium, not just server or DaaS metrics
- Identifies impacted clinicians, isolates root cause, and accelerates remediation
- Featured in the Epic Showroom Connection Hub

WHAT INTRASYSTEMS BRINGS

The team to act on what the data shows

- Decades of healthcare IT, end-user computing, and managed services experience
- Full delivery-stack coverage: endpoint, network, Citrix, Omnisia Horizon, Hyper-V, Nutanix, and data center
- Cloud migration and operations across Azure, AWS, and Oracle Cloud, including Oracle Health Hosted
- Managed services at scale to implement, monitor, and continuously improve
- Bi-directional access: each company's customers gain the other's capabilities

The Healthcare Consortium is a joint operational model built for healthcare.

Goliath shows you who is having EHR issues and why. IntraSystems has the people to fix it across the full delivery chain. One partner, from the clinician's endpoint to the EHR database, working proactively instead of ticket by ticket.

COMPLIMENTARY · NO OBLIGATION

Request Your EHR Performance Health Check

Understand which clinicians are having issues, frequency, duration, and root causes.

Improve EHR
Speed & Reliability



TALK TO US TODAY, OR CONTACT

goliathtechnologies.com

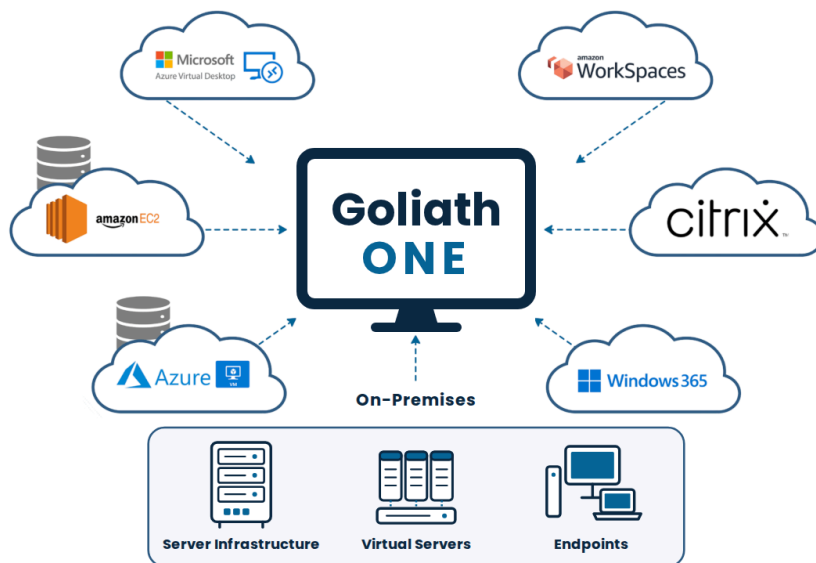
connect@intrasystems.com

intrasystems.com

Anticipate, troubleshoot, and report user experience issues. **From one console.**

GOLIATH ONE brings cross-platform visibility into one console, so IT teams can anticipate emerging issues, isolate root cause quickly, and move from reacting to complaints to managing user experience proactively.

One Platform | Any Virtual App or Desktop



THE PROBLEM WE ADDRESS

Every layer shapes the experience. Most teams see each one separately.

Workloads run in your own data center and in public clouds, and users connect from all kinds of devices. Separate monitoring views make it hard to tie a complaint to its cause.

GOLIATH ONE gives IT a common view across platforms and infrastructure layers: who is affected, how often, and where the evidence points, so teams cut mean time to resolution.

01 Anticipate

Spot warning signs early so IT can investigate before issues spread or users report them. Threshold-based alerts & synthetic monitoring point attention where action is needed.

02 Troubleshoot

Correlate experience data with the delivery environment to quickly isolate root causes of access problems, slow logons, session slowness, and infrastructure issues.

03 Report

Document the root cause to justify the remediation investment. Then use the same data to verify the improvement with EUC scoring.

ONE SET OF FACTS FOR EVERY ROLE

Help desk & service desk

See the affected user's experience, resolve it, or escalate with the evidence attached.

Daas & VDI administrators

Get alerts on emerging problems and isolate root cause with less manual digging.

Escalation engineers

Find broad patterns and document findings and ownership to justify corrective action.

Infrastructure & cloud teams

Know when compute conditions drive poor experience and confirm the fix worked.

IT operations managers

Know which users have issues without waiting for reports, then mobilize the right team.

IT directors & executives

Report service quality to the business and measure the result of investments.

SEE IT IN ACTION

Watch a 3 minute demo



goliathtechnologies.com