

HP Inc.

BLI PaceSetter 2019–2020 for Healthcare: Group Practices



HP Inc. has been honored with a prestigious BLI PaceSetter award for Healthcare in the Group Practices category from the analysts at Keypoint Intelligence - Buyers Lab thanks to its...

- Reliability-tested MFP and scanner lines to suit a wide range of output and capture needs, including specialized abilities and cleanroom-certified PageWide models
- Industry-leading security features across its MFP families
- HP Personal Systems Group portfolio of tablets, laptops, Chromebooks, and other computing devices that helps streamline clinical workflows and improve how caregivers engage with patients
- Industry-leading security features across its MFP and personal systems families
- Dedicated healthcare solutions experts who work closely with customers and HP's engineers to find ways the company's technology could be used to solve healthcare-specific challenges

The healthcare field is perhaps the most rapidly evolving of all the vertical markets, with methods of care in a constant state of improvement. But for all the advances on the medical side, doctors' practices on the front line still tend to be woefully reliant on paper, fax, and other outmoded technologies that impede workflow and take personnel off tasks that would otherwise improve patient care. For this one-of-a-kind study focused on the needs of healthcare customers, Buyers Lab invited all leading document imaging OEMs to complete an exhaustive questionnaire and provide in-person briefings to detail their healthcare-relevant offerings in eight key areas: Hardware, Software, Service and Support, Professional Services, Security, Industry Certifications, Vertical Leadership, and Overall Value. Based on these findings, the analysts at Keypoint Intelligence - Buyers Lab have recognized HP Inc. with a BLI PaceSetter award for the Healthcare market in the Group Practices category.

In the study, HP earned top marks in the Hardware, Security, and Service & Support areas, along with strong scores in Vertical Leadership and Overall Value. HP's unique mix of both document imaging and computing hardware means customers have a one-stop-shop when outfitting an office with printers, scanners, MFPs, tablets, and PCs. In particular, the HP PACE family of scanners were designed in consultation with customers to address the unique challenges of healthcare providers such as complex EMR (electronic medical record) workflows, various types of originals that need to be digitized, limited desk space, and the need for integration with existing applications.

“HP’s strengths in the hardware arena are undisputed, but our study also showed HP’s prowess on the software and services fronts,” said Jamie Bsales, Keypoint Intelligence’s Director of Solutions Analysis. “HP provides workflows assessments to improve new-patient onboarding, invoice processing, and fax-centric processes, among others. And when it comes to the security posture of output devices, HP is undeniably pushing the industry forward.”

About Keypoint Intelligence - Buyers Lab

Keypoint Intelligence is a one-stop shop for the digital imaging industry. With our unparalleled tools and unmatched depth of knowledge, we cut through the noise of data to offer clients the unbiased insights and responsive tools they need in those mission-critical moments that define their products and empower their sales.

For over 50 years, Buyers Lab has been the global document imaging industry’s resource for unbiased and reliable information, test data, and competitive selling tools. What started out as a consumer-based publication about office equipment has become an all-encompassing industry resource. In a landscape that’s ever evolving, we change with it.

About Buyers Lab PaceSetter Awards

Based on exhaustive questionnaires, in-depth interviews, and a proprietary rating scale, Buyers Lab PaceSetter awards recognize those document imaging OEMs that have shown market leadership in a variety of categories, including Document Imaging Security, MFP Platforms & App Ecosystems, Mobile Print, and key vertical markets.

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