



## Press release

### SOFTWAY MEDICAL WINS FRANCE'S FIRST **BEST IN KLAS** : THE ULTIMATE AWARD FOR EXCELLENCE CUSTOMER SATISFACTION.



« We are grateful to our customers for their satisfaction. Their trust obliges us and invites us to work with them on our areas for improvement. »  
Jean-Baptiste Franceschini, Marketing and International Development  
Director of Softway Medical Group.

By winning France's first Best in KLAS, Softway Medical has earned the recognition of its users. **Based on customer feedback, Best in KLAS rewards the commitment and service provided by the best suppliers in the medical information technology sector.**

Product, service quality, trust and corporate vision: thanks to its customers, **Hospital Manager has just been named the best Electronic Patient Record (EPR) for healthcare facilities in France.** This distinction makes Hospital Manager the first French healthcare EPR to win a Best in KLAS award. It also reflects Softway Medical's high level of customer satisfaction.

This is recognition of the work carried out by Softway Medical's teams to offer healthcare professionals an innovative, high-performance solution that meets their requirements. This award **confirms Softway Medical's position** as a major player in the digital transformation of healthcare systems.

« The Best in KLAS award is the fruit of our teams' commitment to our customers » says Jean-Baptiste Franceschini. « Over and above this success, this recognition commits us to continuing our efforts to develop ever more innovative solutions and relevant responses to the operational and strategic needs of healthcare establishments. We won't rest on our laurels, however, as there is still much to do. »

Awarded on February 7, the prize follows the quantitative ranking established by KLAS Research in 2023. The latter designated Softway Medical as :

- the **world's sixth-largest publisher** in terms of the number of sites installed ;
- **Europe's number one in terms of market share** wins for the period 2018-2022, with 255 sites won in four years.

What's more, **this increase was achieved through pure organic growth and in France alone**, whereas other competitors are expanding their customer base through acquisitions in several European countries.

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## AN AWARD TO BOOST SOFTWAY MEDICAL'S INTERNATIONAL DEVELOPMENT

This first Best in KLAS Acute Care (EMR) awarded to a French publisher confirms the European ambitions of the Softway Medical Group. The indicators published by the KLAS Research Institute are benchmarks in the United States and Asia, but also in Europe, and particularly in Northern Europe.

« *Recognition of our commercial success was already a source of pride: it validated a French industrial success story. Achieving the highest customer evaluation score goes even further. **This Best in KLAS signals to the market the perceived value of our proposition by an uncompromising arbiter: the customer. It's the greatest reward in our business*** » emphasizes Jean-Baptiste Franceschini.

He continues: « *Today, our technological convictions are confirmed by Hospital Manager users, who appreciate it as a solution that meets their needs. It also reflects our success in terms of deployment and level of service in post-installation support. This Best in KLAS award testifies to our customers' confidence in the company and its strategy: **Softway Medical is resolutely meeting the challenges of hospital information systems*** ».

The awarding of this prize puts Softway Medical in the spotlight at a key moment in its international development. Building on its initial successes in Belgium and Canada, the company **is accelerating its international expansion**. The award confirms the company's attractiveness and its ability to assert itself in new markets.

## HOSPITAL MANAGER: THE MOST ABUSED AND USED HEALTH CARE EPR ON THE FRENCH MARKET

The Best in KLAS award validates the modernity of the technological choices made over ten years ago. Softway Medical has profoundly changed the healthcare EPR landscape, offering a single web-based solution for all medical specialties - over 30 modules to date. From the outset, the company has also set itself apart by integrating a hosting solution and short, agile development processes, in close collaboration with its users.

« *Our fundamentals are sound and state-of-the-art. **This technological freedom enables us to explore new geographical and functional territories.** We have already forged ambitious partnerships around the use of data to address a number of strategic issues for our healthcare system* » confirms Jean-Baptiste Franceschini.

### SOFTWAY MEDICAL EMPOWERING YOUR POTENTIAL

Softway Medical, France's leading healthcare software company, has been committed to providing healthcare professionals with the very best digital solutions for over 25 years, and continues to innovate to help make France one of the standard-bearers of e-health.

As a host and integrator of solutions for the healthcare sector, Softway Medical's mission is to enable each and every one of its users to make informed decisions and make the most of their abilities. Because nothing in healthcare will ever replace the discernment of human intelligence, Softway Medical sees technology and data management as a means of multiplying the potential of anyone who uses them. Its innovations have but one objective: to enable each and every one of its users to fully exploit their capabilities and make informed decisions in their day-to-day missions, in the interests of the patient. This profession of faith has enabled the company to become France's leading publisher of Hospital Information Systems (HIS).

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### ABOUT KLAS RESEARCH



KLAS Research is an independent organization specializing in the performance evaluation of healthcare software and services. Its mission is to help healthcare organizations make informed technology purchasing decisions by providing objective data and analysis based on factual data and input from healthcare professionals.

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