2017 Product Comparison Guide



Find the plan that's right for you.

TigerText understands that organizations of different sizes have different needs so we offer a range of plans to fit your budget and workflow requirements. From standard secure texting with Essentials to advanced TigerFlow functionality, the right plan will put you on the path to heightened productivity and clinical communication success.

TigerText Essentials

Secure Messaging



Secure healthcare messaging with administrative controls. Ideal for organizations looking to meet compliance and avoid HIPAA-related violations.

TigerText Essentials offers:

- Secure, HIPAA-compliant text messaging
- Premium features:
 - Message Anyone
 - TigerPage (\$)
- Phone support
- Standard integrations (\$)

TigerFlow

Clinical Communications



Integrated clinical communication platform to optimize workflows, maximize healthcare ROI, and improve patient and provider satisfaction.

All Essentials features, plus:

- Workflow Features: Roles & Scheduling, Click-to-Call
- All Standard Integrations
- Full-Scale Implementation
- Client Success Services
- Premium Support
- Standard Training
- All Premium Features
- Full Reporting and Analytics

TigerFlow Enterprise

Enterprise Solutions



Fully-integrated clinical communication solution provides deep EHR integration for world-class productivity and performance.

All TigerFlow features, plus.

- Advanced EHR integration
- Access to patient data
- Advanced Integrations
- Onsite training
- Guaranteed ROI*

*See Account Executive

Product Features







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|--|----------|----------|----------|
| INTEGRATIONS | | | |
| | | | |
| | + | / | ✓ |
| Paging System Alerts | + | | |
| Authentication (SAML) | T | | |
| Address to the second s | + | ✓ / | ✓ / |
| | | | |
| | | + | / |
| Administrative or IT Notification Events: IT Systems, Inventory Management | | • | Ø |
| | | + | / |
| Interface Engine Integration | | • | Ø |
| | | + | ✓ |
| Scheduling System Integration, 3rd Party, Role-based Scheduling Automation | | 0 | Ø |
| IMPLEMENTATION SERVICES | | | ~ |
| | | ~ | / |
| Complete Project Plan | | Ø | Ø |
| | | ~ | ✓ |
| Basic Implementation Assistance | Ø | | |
| TRAINING SERVICES | | | _,_ |
| Training Webinar for End Users | | | |
| Hamming Wednian for End Oocis | <u>/</u> | ✓ | ✓ |
| Onsite Training and User On-Boarding Support | | Ø | Ø |
| | | 1 | ✓ |
| Train-the-Trainer Curriculum Development | | Ø | Ø |

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| TRAINING SERVICES Cont | | | |
| | | 1 | ~ |
| eModule Training Video — Custom | | | • |
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| Custom eModule Training Video Development | | | • |
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| CLIENT SUCCESS SERVICES | | | |
| | 1 | 1 | Ų |
| Dedicated Client Account Executive | | Ø | Q |
| | | 1 | • |
| Best Practice Advisory Services | | Ø | Ç |
| | | <u> </u> | |
| Customized Communication Strategy | | | Q. |
| | | / | ~ |
| Adoption Acceleration Services and Monitoring | | | |
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| CLIENT CARE | | | |
| | ~ | 1 | Ų |
| Direct Access to Client Care Support via Dedicated Toll-Free # | | Ø | • |
| | | / | v |
| Expedited 30-min. Response During Standard Hours of Operation (SHO); 1 hr. outside SHO for all incidents reported by phone | | Ø | • |
| | | / | · |
| LDAP Monitoring, Active Directory - | | | Q |
| Proactive Team IT Team/Triggered | | | |
| 24/7 Emergency Hotline, SLA 2 Hours | | | |

