

24%

improvement
in MTTR

79%

of Providers want
human interaction
for tech support

82 POINTS

Improved
Net
Promoter
Score

46%

Physicians
say Epic
rapid
response
improves
Wellness

2,962

Hours
recaptured
from
clinical
downtime

10-15%

Clinical
Efficiency
IMPROVEMENT

96%

Provider
Satisfaction

40%

Reduced
service
desk
calls

89%

Physicians believe good EHR
support boosts hospital loyalty