

The Qventus logo features a stylized 'Q' with a small square cutout at the top left, followed by the word 'ventus' in a bold, sans-serif font.

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**COMPETITIVE
STRATEGY LEADER**

*Transforming Innovation Into High-Growth
Performance and Competitiveness*

*RECOGNIZED FOR BEST PRACTICES IN THE
NORTH AMERICAN AI-POWERED HEALTHCARE
OPERATIONS AUTOMATION INDUSTRY*

F R O S T  S U L L I V A N

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Best Practices Criteria for World-class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Qventus excels in many of the criteria in the healthcare operational workflow automation space.

RECOGNITION CRITERIA	
<i>Strategy Innovation</i>	<i>Customer Impact</i>
Strategy Effectiveness	Price/Performance Value
Strategy Execution	Customer Purchase Experience
Competitive Differentiation	Customer Ownership Experience
Executive Team Alignment	Customer Service Experience
Stakeholder Integration	Brand Equity

The Strategic Role of AI-Powered Operational Workflow Automation in Healthcare Transformation

The healthcare industry is facing a period of intense operational transformation. As hospitals and health systems navigate growing patient demand, workforce shortages, and increasing financial pressure, the ability to manage care delivery efficiently and cohesively across facilities has become mission-critical.¹ In this context, operational workflow automation solutions are emerging as a strategic imperative, offering the visibility, coordination, and decision intelligence needed to drive system-level performance. Technologies that leverage artificial intelligence (AI), cloud infrastructure, and real-time analytics are redefining what is possible in orchestrating patient flow, resource allocation, and discharge management at scale.

Frost & Sullivan's research highlights the urgency of this transformation. Among the most impactful growth areas are generative AI for financial and operational workflows, managed cloud services to enable interoperability, and virtual care infrastructure to extend the care continuum.² The need to reduce inefficiencies, improve throughput, and support decentralized care models, all while enhancing patient outcomes, is the main factor driving these innovations. As hospitals increasingly adopt digital tools to automate tasks such as resource planning and predictive discharge forecasting, the market is shifting

¹ "Top 6 Growth Opportunities for the Digital Health Industry, 2025", Frost & Sullivan, January 2025

² Ibid.

toward platforms that can unify clinical and operational data into actionable insights across entire healthcare systems.

Qventus is at the forefront of this evolution. Founded in 2012, it is a healthcare AI company focused on automating hospital operations to drive efficiency, improve care delivery, and reduce staff burden. Its intelligent automation platform enables healthcare systems to transition from siloed operations to coordinated, system-wide workflows. By hardwiring best practices for patient discharge, optimizing care progression, and supporting post-acute placement planning, the company aligns directly with the market's most critical trends. The platform, purpose-built for operations, leverages machine learning (ML), behavioral science, and deep electronic health record (EHR) integrations to power a suite of solutions. These solutions include AI Operational Assistants, Surgical Growth, Perioperative Care Coordination, and Inpatient Growth, each designed to solve critical challenges across care settings by reducing administrative load, increasing throughput, and optimizing outcomes. Qventus' ability to combine behavioral science, AI, and operations expertise positions it as a technology provider and a true strategic partner in helping health systems achieve greater coordination, resiliency, and patient-centered care.

Best-in-Class Strategies Drive Competitive Differentiation

In a healthcare landscape where operational inefficiencies can create bottlenecks, overwhelm staff, and delay patient care, Qventus reimagines how hospitals and health systems manage complexity. While many organizations rely on outdated, fragmented systems (e.g., whiteboards, manual processes, and siloed communication), the company delivers a transformative, AI-driven platform that visualizes problems and actively orchestrates their resolution. Its healthcare operations automation platform is not simply a dashboard, it is a dynamic, system-level solution that improves patient flow by intelligently coordinating resources, predicting discharge barriers, and optimizing throughput across the entire care continuum.

Qventus' healthcare operations automation platform fundamentally redefines how hospitals manage capacity, optimize care delivery, and achieve strategic growth. Built over a decade of focused innovation, the platform functions as a system of action, seamlessly integrated with existing EHRs. This integration allows the platform to predict operational barriers, optimize decisions, and automate workflows across perioperative, inpatient, and administrative domains.

"This hands-on, outcome-oriented approach stands in contrast to vendors offering broad but shallow functionality. By tackling end-to-end high-impact, resource-intensive workflows, Qventus provides immediate, measurable value while also creating durable advantages for its health system partners."

- Silvana Rulet
Best Practices Research Analyst

The platform distinguishes itself through its fusion of real-time data, localized AI and ML, behavioral science, and in-workflow automation.³ The components work together to address longstanding inefficiencies in hospital operations, such as surgery cancellations, inpatient discharge delays, and underutilized operating room capacity. The result is a significant reduction in administrative burden,

³ <https://www.qventus.com/solutions/healthcare-automation-platform/>

improved throughput, and enhanced care team productivity.

Unlike generalized solutions that rely on static or universal models, Qventus tailors localized models to each health system's specific patient populations, processes, and priorities. These models guarantee rapid deployment, greater relevance, and minimized lift for internal analytics teams. Integration capabilities are robust, supporting bi-directional data exchange with major EHRs (via Health Level 7 and Fast Healthcare Interoperability Resources), as well as the ingestion of third-party datasets, historical and staffing data, claims, and social determinants of health.

Focused Leadership

One of Qventus' defining differentiators lies in its approach to product development and organizational alignment. Solutions are built in close collaboration with partner health systems, with product teams often embedded on-site to observe, co-design, and iterate in real-world environments. Executive leadership and clinical experts maintain an ongoing dialogue with customers through frequent site visits, working sessions, and end-to-end workflow reviews to ensure the platform addresses the most urgent and strategic challenges hospitals face.

Deep clinical integration across the organization reinforces this feedback loop. Qventus employs a significant number of physicians, nurses, and operational leaders who contribute directly to the design, development, and validation of solutions.⁴ This integration ensures that new features and workflows accurately reflect the complexities and constraints of clinical environments rather than relying on abstract assumptions. By rooting its innovations in clinical realities and operational demands, the company consistently delivers tools that are technically sophisticated and operationally viable.

Key impact areas include:

- **Perioperative Care Coordination:** Streamlining pre-admission testing and enhancing staff efficiency to reduce surgical cancellations and optimize throughput.
- **Strategic Surgical Growth:** Increasing operating room (OR) utilization, enabling robotics expansion, and strengthening surgeon engagement to support revenue and service line goals.
- **Inpatient Capacity Management:** Automating discharge planning, accelerating multidisciplinary rounds, and alleviating bottlenecks to unlock inpatient capacity and reduce excess days.

The platform meets the highest industry security standards, including System and Organizations Control 2 Type II certification and Health Insurance Portability and Accountability Act,⁵ and supports seamless scaling across care settings.

A standout example is the success of Qventus' Surgical Growth Solution, which combines a suite of intelligent AI assistants to help hospitals increase OR utilization, optimize robotic investments, and attract high-value cases. The Document Assistant, for example, digitizes and organizes thousands of incoming scheduling faxes per month, automatically routing them to the appropriate team. This efficiency translates into an average of 60 hours of scheduled time saved monthly, freeing up staff for higher-value

⁴ Interview with Frost & Sullivan

⁵ <https://www.qventus.com/solutions/healthcare-automation-platform/>

"[...] 100% of Qventus customers view the platform as part of their long-term operational and clinical roadmap and frequently cite the company's consultative style and willingness to co-develop solutions tailored to specific challenges. This loyalty stems from more than just outcomes: it comes from a deep understanding of frontline needs, a commitment to embedded, EHR-native solutions, and a customer service model that prioritizes continuous improvement and shared strategic vision."

- Nitin Manocha
Senior Industry Analyst

activities.⁶ Similarly, the Robotics Assistant intelligently reallocates cases to maximize utilization of da Vinci systems, leading to over 10% growth in robotic volume and an 11% reduction in non-robotic cases occupying robotic rooms.⁷ Lastly, with the Clinic Scheduler Assistant, independent surgeons can book directly into hospital systems, enabling median turnaround times of just 22 minutes.⁸

Real-world results illustrate the transformative power of this solution. At UHealth, the system saw 36 additional da Vinci robotic cases in Quarter 4 2024 compared to the prior year.⁹ Ardent Health achieved a 4% increase in primetime OR utilization and a 10% increase in robotics volume.¹⁰ Meanwhile, West Tennessee Healthcare added 61 cases from

independent surgeons within just 100 days,¹¹ accelerating access and capturing untapped surgical volume. Additionally, organizations such as Jackson Health System, Allina Health, and Eisenhower Health expanded Qventus' solution deployment across campuses. With AI assistants deployed across dozens of leading systems, the company delivers an average of 11 times return on investment.¹² These outcomes underscore the differentiated value of Qventus' AI teammates: not just intelligent but actionable, scalable, and tied directly to business growth.

This hands-on, outcome-oriented approach stands in contrast to vendors offering broad but shallow functionality. By tackling end-to-end high-impact, resource-intensive workflows, Qventus provides immediate, measurable value while also creating durable advantages for its health system partners. This depth of execution, combined with a long-standing commitment to co-developing technology alongside frontline users, cements the company's leadership in AI-powered healthcare operations.

By embedding itself within the operational fabric of partner organizations and aligning closely with executive priorities and frontline workflows, Qventus exemplifies a rare combination of technological excellence, clinical relevance, and implementation rigor. Its healthcare operations automation platform stands as a model for how healthcare organizations can responsibly and effectively deploy AI and automation to drive sustainable transformation in healthcare.

⁶ <https://www.qventus.com/company/newsroom/qventus-ai-teammates-transform-the-perioperative-care-journey-driving-strategic-surgical-growth-and-winning-several-new-clients-and-enterprise-wide-expansions/>

⁷ Ibid.

⁸ Ibid.

⁹ Ibid.

¹⁰ Ibid.

¹¹ Ibid.

¹² Ibid.

A Promising Outlook for 2025 and Beyond

In addition to the strength of its technology, Qventus builds a reputation on a deep commitment to customer partnership. Its hands-on approach to implementation, robust support model, and responsiveness to health system needs lead to long-term relationships, strong retention, and impressive expansion within existing accounts. An astounding 100% of Qventus customers view the platform as part of their long-term operational and clinical roadmap and frequently cite the company's consultative style and willingness to co-develop solutions tailored to specific challenges.¹³ This loyalty stems from more than just outcomes: it comes from a deep understanding of frontline needs, a commitment to embedded, EHR-native solutions, and a customer service model that prioritizes continuous improvement and shared strategic vision.

Moreover, Qventus' platform is extensible, designed to support emerging use cases that surface directly through customer collaboration. For instance, health systems have approached the company with targeted challenges such as lung nodule follow-up or robotic asset utilization, prompting co-development discussions. This ability to rapidly prototype and deploy high-value capabilities strengthens client stickiness while expanding the solution portfolio organically.

While formal go-to-market efforts for the platform as a standalone offering are still in development, Qventus is already exploring ways to bring this foundation to the forefront of its strategy. Increasingly, clients are expressing interest in broader platform partnerships rather than one-off solutions, particularly as hospitals seek to reduce vendor complexity and consolidate around trusted AI providers. The company's investments in expanding data integration capabilities, EHR interoperability, and cross-solution intelligence signal its readiness to meet that request.

While the landscape continues to evolve, Qventus is building momentum as it enters its next stage of growth. With increasing demand from health systems looking to consolidate AI vendors, the company is engaging in strategic C-suite conversations about expanding its footprint as a platform partner. Though currently focused on the United States market, Qventus' recent exclusive partnership with Intuitive Surgical, an organization with a strong international presence, hints at future global opportunities.¹⁴ As health systems face ongoing operational strain, the company is expanding its impact across care settings and geographies to meet that need.

Combining a clear track record of operational impact and deep relationships with clinical and administrative leaders, Qventus has the tools to define a new category of healthcare AI infrastructure, sustaining its leadership for years to come.

¹³ Interview with Frost & Sullivan

¹⁴ Interview with Frost & Sullivan

Conclusion

Frost & Sullivan believes that innovation and growth opportunities drive future success; many factors contribute, yet having a competitive strategy is critical. Qventus understands this core concept and is leading the healthcare operations automation market due to its deeply embedded customer partnership model, outcome-focused artificial intelligence platform, and strong alignment with clinical and administrative workflows, helping it to outpace competitors. By combining hands-on implementation, continuous customer collaboration, and a system of action approach that goes beyond dashboards to automate decision-making and optimize resource utilization, the company addresses complex operational challenges across perioperative care, inpatient capacity, and surgical growth. Overall, Qventus develops and implements its customer-first strategies with health systems and hospitals in mind, securing its position as a trusted partner and market leader.

With its strong overall performance, Qventus earns Frost & Sullivan's 2025 North America Competitive Strategy Leadership Recognition in the healthcare operational workflow automation industry.

What You Need to Know about the Competitive Strategy Leadership Recognition

Frost & Sullivan's Competitive Strategy Leadership Recognition is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

Best Practices Recognition Analysis

For the Competitive Strategy Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

Strategy Innovation

Strategy Effectiveness: Effective strategy balances short-term performance needs with long-term aspirations and overall company vision

Strategy Execution: Company strategy utilizes best practices to support consistent and efficient processes

Competitive Differentiation: Solutions or products articulate and display unique competitive advantages

Executive Team Alignment: Executive team focuses on staying ahead of key competitors via a unified execution of its organization's mission, vision, and strategy

Stakeholder Integration: Company strategy reflects the needs or circumstances of all industry stakeholders, including competitors, customers, investors, and employees

Customer Impact

Price/Performance Value: Products or services offer the best ROI and superior value compared to similar market offerings

Customer Purchase Experience: Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

Customer Ownership Excellence: Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

Customer Service Experience: Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company’s long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

STEP		VALUE IMPACT	
		WHAT	WHY
1	Opportunity Universe	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	Transformational Model	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	Ecosystem	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	Growth Generator	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	Growth Opportunities	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	Frost Radar	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	Best Practices	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	Companies to Action	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

The Growth Pipeline Generator™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

[Learn more.](#)

Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- **Megatrend (MT)**
- **Business Model (BM)**
- **Technology (TE)**
- **Industries (IN)**
- **Customer (CU)**
- **Geographies (GE)**

