



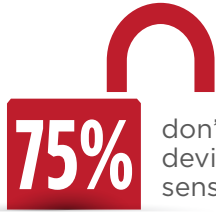
PRIVACY AND SECURITY



of U.S. hospitals surveyed have leaked data in the last 2 years.¹²

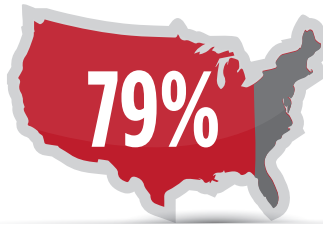


have had more than 5 incidents.¹²



don't secure medical devices containing sensitive patient data.¹²

PATIENT SATISFACTION



overall provider rating (U.S. national average).¹³



say they are getting timely appointments, care, and information (U.S. national average).¹³

PATIENT SATISFACTION IS TIED TO MEDICARE REIMBURSEMENTS as part of the Patient Protection and Affordable Care Act (PPACA).

BIG DATA



150 EXABYTES

(over 1.6 billion GB) of U.S. healthcare data as of 2011.

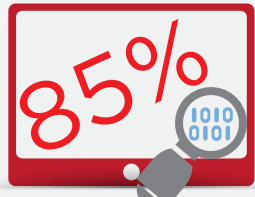
5 EXABYTES

of data would contain all the words ever spoken by human beings on Earth.¹⁵



MOBILE

3 OUT OF 4 providers believe mobile technology is having a positive impact on healthcare.²



of healthcare organizations surveyed say their doctors are using mobile devices to access patient data.²

9% of healthcare organizations say their doctors don't use mobile devices for medical purposes.²

4 IN 10 healthcare providers report having a comprehensive or partial mobility policy in place.¹

57% of surveyed healthcare providers either are currently or plan to start using tablets to communicate with patients.¹

(30%) of hospitals do not offer Wi-Fi to patients and guests due to increased liability for data breaches.⁹

TECHNOLOGY

1 IN 3 healthcare providers are at least somewhat dissatisfied with some aspect of the technology in use at their practice.¹



9 OUT OF 10 doctors, dentists, and administrators view technology as an important component of their practice.¹

CLOUD IN HEALTHCARE

1 IN 5 healthcare providers report utilizing some form of management IT services.¹

VIRTUALIZATION AND CLOUD COMPUTING

TOP 2 IT PRIORITIES for healthcare delivery organizations in 2013.³

for healthcare delivery organizations in 2013.³

3/4 of healthcare providers expect to increase their technology spending from last year.¹

1/3 of these think their expenditure will increase by 15% or more.¹

SOCIAL MEDIA

OF THE 1,544 U.S. HOSPITALS ACTIVELY USING SOCIAL MEDIA, 1,292 HAVE FACEBOOK PAGES AND 998 HAVE TWITTER ACCOUNTS.⁵

RISING COSTS

Individuals living with multiple chronic illnesses cost up to

7X MORE

to treat than people with just one.¹⁶

27%

of surveyed healthcare organizations have clinicians using social media (e.g., online medical forums, Facebook, Twitter) to collaborate with patients.²

87% of consumers said they would seek medical advice through telemedicine.⁴

Telemeter patients are 22% less likely to use emergency rooms for the same services.¹¹

63% reduction in absenteeism due to children was realized when telemedicine was a component of a family's healthcare package.⁸

70% of all doctor's office visits could be addressed through telemedicine.¹⁰

TELEMETER

1) "4th Annual Healthcare IT Insights and Opportunities" study, CompTIA, November 2012. 2) "2013 Healthcare IT Priorities Survey," InformationWeek, April 2013. 3) "Market Insight: Healthcare Provider Industry Primer, 2013," Gartner, March 2013. 4) "Global Markets for Telemedicine Technologies," BCC Research, October 2013. 5) "Health Care Social Media List," Mayo Clinic, network.socialmedia.mayoclinic.org/hcsmi-grid (accessed December 2013). 6) "Healthcare Infographic," DegreeTree.com. 7) "Should Doctors and Patients Be Facebook Friends?" The Wall Street Journal, February 4, 2013. 8) "Telemedicine Reduces Absence Resulting from Illness in Urban Child Care: Evaluation of an Innovation," Pediatrics, May 2005. 9) "Infographic: The State of Wireless Networking in Healthcare," HIT Consultant (based on data from Enterasys), April 12, 2013. 10) "Cisco Connected Customer Experience Report: Healthcare," Cisco Systems, February 2013. 11) "Telemedicine Program Performs 10,000th Visit," University of Rochester Medical Center, April 14, 2011. 12) "Third Annual Benchmark Study on Patient Privacy & Data Security," Ponemon Institute, December 6, 2012. 13) "2012 Consumer Assessment of Healthcare Providers and Systems Clinician & Group Survey Database," Agency for Healthcare Research and Quality, October 2013. 14) Avaya revenue reports, 2010-2013; "50 Largest Hospitals in America," Becker's Hospital Review, June 20, 2013. 15) "Transforming Health Care Through Big Data," Institute for Health Technology Transformation, 2013. 16) "The High Concentration of U.S. Health Care Expenditures," Agency for Healthcare Research and Quality, Research in Action Issue #19, June 2006.