

Excellence in Healthcare Communication and Scheduling

Recognition from Gartner and KLAS Research

perfectserve.



Executive Summary

PerfectServe's track record as the highest-performing vendor for unified communications and scheduling continues, strengthened by the recognitions to the right.

These independent market experts also validate PerfectServe as a segment benchmark for interoperability, efficiency, customer service, and impact.

- **Two 2026 Best in KLAS distinctions**
- Placement as the **highest in execution and furthest in vision** in the 2026 Gartner® Magic Quadrant™ for Clinical Communication and Collaboration (CC&C)
- The **#1 rank across all evaluated use cases** in the 2026 Gartner Critical Capabilities for CC&C report

Key Recognitions

Gartner® Magic Quadrant™¹ Highest in Execution and Furthest in Vision	2026	Gartner® Critical Capabilities² #1 in All Five Use Cases
Best in KLAS: Physician Scheduling³ Lightning Bolt		Best in KLAS: Clinical Communication³ Ambulatory/Post-Acute
Best in KLAS: Physician Scheduling⁴ Lightning Bolt	2025	Best in KLAS: Clinical Communication⁴ Ambulatory/Post-Acute
		<i>Gartner did not publish a Magic Quadrant for Clinical Communication and Collaboration in 2025.</i>
Gartner® Magic Quadrant™⁵ Leader and Furthest in Completeness of Vision	2024	Gartner® Critical Capabilities⁶ #1 in All Five Use Cases
Best in KLAS: Physician Scheduling⁷ Lightning Bolt		KLAS Interoperability Report⁸ PerfectServe Gets Top Marks for Deep Adoption and Third-Party Integrations
Gartner® Magic Quadrant™⁹ Leader and Highest in Ability to Execute	2023	Gartner® Critical Capabilities¹⁰ Top Two in All Five Use Cases
		KLAS Physician Scheduling Report¹¹ Lightning Bolt Gets Top Marks for Overall Performance, Ease of Use, Quality of Support, and Proactive Service

2024, 2025, 2026

Best in KLAS— Lightning Bolt Scheduling



Lightning Bolt Scheduling has again been named Best in KLAS for Physician Scheduling, marking its fifth overall win in this category.³ Health systems consistently choose Lightning Bolt for its ability to optimize provider schedules, improve work-life balance, and enhance operational efficiency.

Why Lightning Bolt is #1:

AI-Driven Scheduling:

Auto-generates schedules to maximize fairness and coverage.

Real-Time Adjustments:

Providers can swap shifts and request changes instantly.

EHR & Communication

Integration: Syncs with key clinical systems for seamless scheduling.

Improved Physician Wellness:

Mitigates burnout by balancing workloads more effectively.

Ease of Use and Proactive Support:

Top marks for overall performance, ease of use, quality of support, and proactive service.

2025 and 2026 Best in KLAS— Clinical Communication



For the second year in a row, PerfectServe has been named Best in KLAS for Clinical Communication in the Ambulatory/Post-Acute category.³ This win reinforces PerfectServe's ability to facilitate secure, reliable, and efficient communication across all care settings—not just acute care. PerfectServe has also been a Category Leader or Best in KLAS for 6 of the 9 years KLAS has evaluated the clinical communication market segment.

Why PerfectServe Clinical Communication is #1:

Unified Platform:

Connects all clinical communication workflows in one system.

Decades of Experience:

Customers benefit from PerfectServe's nearly 30 years of best practice experience.

Advanced Routing &

Escalation: Ensures urgent messages reach the right person fast.

Seamless Interoperability:

Integrates with the EHR, scheduling platforms, and other key clinical systems.

Reduction in Alert

Fatigue: Smart filtering prevents unnecessary notifications.

Secure Messaging & Voicemail-to-Text:

Enhance provider access while reducing non-urgent interruptions.

Automated After-Hours Call Triage:

When medically necessary, smart algorithms ensure patient calls reach the right on-call provider.

PerfectServe is

Gartner®

Highest in Execution, **Furthest** in Vision

2026 Gartner® Magic Quadrant™ for
Clinical Communication and Collaboration

PerfectServe is now a 3-time Leader in the Gartner Magic Quadrant for Clinical Communication and Collaboration. For 2026, Gartner also named us Highest in Ability to Execute and Furthest in Completeness of Vision.

This dual recognition reflects our commitment to delivering the best real-time communication and care coordination technology on the market.



Contributing Factors:

- **Dynamic Intelligent Routing®** is the industry's most advanced routing engine, directing all communications—from messages to calls to alerts & alarms—to the right person at the right time.
- **Advanced workflow automation** reduces communication inefficiencies, improves response times, and mitigates unnecessary care team toil.
- **Unmatched interoperability** with EHRs, nurse call, scheduling, and more than 250 other critical third-party platforms.
- **Implementation and support teams** staffed by tenured leaders with extensive clinical expertise to help customers reduce friction and get the most out of their investments.
- **Enterprise-grade scalability** supports large, complex health systems.
- **Dedicated innovation team** incorporating AI and other emerging technologies to enhance analytics and automation.

Gartner® Critical Capabilities—

Gartner®

#1 Across All Use Cases

Repeating an accomplishment from the previous report, PerfectServe is again ranked #1 in every use case in the 2026 Gartner Critical Capabilities for CC&C report. This underscores our ability to deliver best-in-class solutions that generate tangible outcomes across the full spectrum of clinical communication needs.

#1 in All Five Use Cases:



Collaborate on Care:
Seamlessly connect care teams across settings.



Access Critical Results:
Deliver vital information to clinicians without delays.



Ensure Patient Safety:
Improve response times for high-risk situations.



Engage Patient & Caregiver:
Enhance patient engagement through secure communication.



Coordinate Care:
Reduce communication bottlenecks for timely interventions.



PerfectServe accelerates speed to care by optimizing provider schedules, streamlining clinical communication, and engaging patients and their families in the care experience. Our cloud-based software simplifies complex clinical workflows and schedules with secure and timely communication by dynamically routing messages to the right person at the right time. We drive more efficient care collaboration in all settings to improve patient outcomes and bring joy back to caregivers. PerfectServe has more than 25 years of experience and is a trusted partner to more than 500 hospitals and 30,000 medical practices.

To learn more or reserve a demo with an innovative partner, please contact us:

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Sources

1. 2026 Gartner Magic Quadrant for Clinical Communication and Collaboration; Gartner; Published January 2026.
2. 2026 Gartner Critical Capabilities for Clinical Communication and Collaboration; Gartner; Published January 2026.
3. "Best in KLAS: Software & Services 2026"; KLAS Research; Published February 2026.
4. "Best in KLAS: Software & Services 2025"; KLAS Research; Published February 2025.
5. 2024 Gartner® Magic Quadrant™ for Clinical Communication and Collaboration; Gartner; Published November 2024.
6. 2024 Gartner® Critical Capabilities for Clinical Communication and Collaboration; Gartner; Published November 2024.
7. "Best in KLAS: Software & Services 2024"; KLAS Research; Published February 2024.
8. "Clinical Communications Interoperability 2024: How Does Interoperability Enhance Communication among Deep Adopters?"; KLAS Research; Published March 2024.
9. 2023 Gartner® Magic Quadrant™ for Clinical Communication and Collaboration; Gartner; Published August 2023.
10. 2023 Gartner® Critical Capabilities for Clinical Communication and Collaboration; Gartner; Published August 2023.
11. "Physician Scheduling 2023: Organizations Improve Scheduling Efficiency & Visibility despite Complexities"; KLAS Research; Published September 2023.