



Frost & Sullivan Enabling Technology Leadership

With its strong overall performance in the market, Frost & Sullivan is proud to bestow the 2020 North American Patient Engagement Solutions Enabling Technology Leadership Award to CipherHealth.

CipherHealth focuses on enhanced and continuous communication across various touchpoints, proactively supports preventive care interventions and longitudinal patient monitoring, and positions as a leading patient engagement solution provider.

Frost & Sullivan analysts independently evaluated two key factors according to the criteria identified below.



Technology Leverage

Commitment to Innovation

Conscious, ongoing adoption of emerging technologies that enable new product development and enhance product performance.

Commitment to Creativity

Technology leveraged to push the limits of form and function in the pursuit of white space innovation.

Commercialization Success

A proven track record of taking new technologies to market with a high rate of success.

Application Diversity

The development and/or integration of technologies that serve multiple applications and can be embraced in multiple environments.

Frost & Sullivan's global team of analysts and consultants continuously research a wide range of markets across multiple sectors and geographies. As part of this ongoing research, we identify companies that consistently pursue or invest in new technologies, enabling them to serve their customers more effectively and grow above the industry average.

David Frigstad, Chairman, Frost & Sullivan

Customer Impact

Customer Purchase Experience

Customers feel they are buying the optimal solution that addresses both their unique needs and their unique constraints.

Customer Ownership Experience

Customers are proud to own the company's product or service and have a positive experience throughout the life of the product or service.



360-Degree Research Methodology

Frost & Sullivan's 360-degree research methodology represents the analytical rigor of the research process. It offers a 360-degree-view of industry challenges, trends, and issues by integrating all 7 of Frost & Sullivan's research methodologies. Too often companies make important growth decisions based on a narrow understanding of their environment, resulting in errors of both omission and commission. Successful growth strategies are founded on a thorough understanding of market, technical, economic, financial, customer, best practices, and demographic analyses. The integration of these research disciplines into the 360-degree research methodology provides an evaluation platform for benchmarking industry participants and for identifying those performing at best-in-class levels.

Enabling Technology Leadership

Ultimately, growth in any organization depends on customers purchasing from a company and then making the decision to return time and again. In a sense, then, everything is truly about the customer. Making customers happy is the cornerstone of any successful, long-term growth strategy. To achieve these goals through enabling technology leadership, an organization must be best in class in three key areas: understanding demand, nurturing the brand, and differentiating from the competition.

Product quality (driven by innovative technology) is the foundation of delivering customer value. When complemented by an equally rigorous focus on the customer, companies can begin to differentiate themselves from the competition. From awareness, to consideration, to purchase, to follow-up support, organizations that demonstrate best practices deliver a unique and enjoyable experience that gives customers confidence in the company, its products, and its integrity.

Best Practices Awards

The Frost & Sullivan Best Practices Awards have recognized exemplary achievements within a multitude of industries and functional disciplines for the last 19 years. Frost & Sullivan conducts best practices research to properly identify unmatched innovation and leadership among companies, products, processes, and executives.

Frost & Sullivan

For over five decades, Frost & Sullivan has become world-renowned for its role in helping investors, corporate leaders and governments navigate economic changes and identify disruptive technologies, Mega Trends, new business models and companies to action, resulting in a continuous flow of growth opportunities to drive future success.