

Xerox Corporation

BLI 2023-2024 Pacesetter Award
in Healthcare

xerox™



Xerox Corporation has won the Buyers Lab (BLI) 2023-2024 Pacesetter Award in Healthcare for North America from Keypoint Intelligence thanks to its...

- MFPs with high duty cycles that can print on many media types utilized in healthcare settings
- Innovative Kno2 Connected Xerox Healthcare MFP Solution that combines hardware and healthcare-specific software
- Digital transformation prowess in document capture, content management, and workflow automation
- Xerox Health Records Automation Services, which streamline the way patient records are stored and accessed

Between rising costs, staffing shortages, stringent regulations, and shrinking reimbursements, healthcare providers of all types are facing pressures on numerous fronts. A solutions and services partner needs to understand these challenges and be able to present customized, cost-effective answers to these issues.

To determine which document imaging and smart workplace OEMs lead the market in helping their healthcare clients meet the industry's unique challenges, analysts at Keypoint Intelligence conducted an in-depth evaluation of vendor offerings that drilled into nearly 50 points of potential differentiation that were spread across categories such as market vision, demonstrated leadership in the healthcare vertical, document imaging hardware and software, as well as digital transformation (DX) and intelligent automation.

Many factors contributed to the company's strong showing. First, Xerox offers comprehensive portfolios of color and monochrome MFPs, printers, and digital presses, with many of them certified by Cerner and Meditech. For the US market specifically, Xerox offers its Kno2 Connected Xerox Healthcare Multifunction Printer bundle, which combines an MFP with the Xerox Share Patient Information App to deliver scanned information directly to leading electronic health record (EHR) systems.

"Notably, Xerox earned the top score in our study's DX category," said Jamie Bsales, Principal Analyst in Keypoint Intelligence's Office Group. "For example, with the Xerox Robotic Process Automation Service,

the company works collaboratively with customers to select workflows to automate and then deploys customized bots from the Xerox catalog that address those workflow needs.”

Also contributing to its DX score were the Xerox DocuShare family of content management products and the Xerox Health Records Automation Service. With its Xerox Capture & Content Services, the company leverages proprietary AI and machine learning technologies that enable healthcare customers to automatically capture information from any source and any medium (whether paper or digital) to extract, categorize and automate data, feeding core business systems and processes.

About Keypoint Intelligence

For over 60 years, clients in the digital imaging industry have relied on [Keypoint Intelligence](#) for independent hands-on testing, lab data, and extensive market research to drive their product and sales success. Keypoint Intelligence has been recognized as the industry’s most trusted resource for unbiased information, analysis, and awards due to decades of analyst experience. Customers have harnessed this mission-critical knowledge for strategic decision-making, daily sales enablement, and operational excellence to improve business goals and increase bottom lines. With a central focus on clients, Keypoint Intelligence continues to evolve as the industry changes by expanding offerings and updating methods, while intimately understanding and serving manufacturers’, channels’, and their customers’ transformation in the digital printing and imaging sector.

About BLI Pacesetter Awards

Based on exhaustive questionnaires, in-depth interviews, and a proprietary rating scale, Buyers Lab Pacesetter Awards from Keypoint Intelligence recognize those document imaging OEMs that have shown market leadership in a variety of categories, including technologies, services, and key vertical markets.



North America



Europe



Asia