2018 HL7 INTERFACE ENGINE RATINGS

Core Health Technologies' annual HL7 survey was created to allow industry professionals to rate the healthcare interface engine(s) they currently use. The results provide a current view of the HL7 interface engine market from the perspective of integration professionals actively using the solutions.

As a national vendor-neutral IT solutions provider, a lot of people ask us questions like "How would you compare Healthcare Interface Engines A and B?" Obviously, the question they're really asking is, "Which interface engine is right for ME?" and the answer is dependent on what your needs are.

Over 200 healthcare IT professionals participated in this year's survey, many providing very specific input on the nine areas covered. These results present the reviews on the five interface engines that garnered the most responses: Corepoint, Cloverleaf, Ensemble, Rhapsody, and Mirth.

We provided the numerical rating for each area followed by a sampling of comments that are consistent with the broader collective input so you get a good look at what people really think about the solutions they're using. The good, the bad, and even the ugly. Ready to find out which healthcare interface engine is right for you?

Corepoint HEALTH   infor   InterSystems   mirth™   ORION HEALTH

PARTICIPANT DEMOGRAPHICS

31% have **WORKED WITH THE TOOL** for 3-5 YEARS

5%	15%	25%	24%
> 1 YEAR	1-2 YEARS	6-10 YEARS	10 + YEARS

74% have been in the **HEALTHCARE INTEGRATION FIELD** for 10 + YEARS

1%	2%	6%	18%
> 1 YEAR	1-2 YEARS	3-5 YEARS	6-10 YEARS

27% are **DEVELOPERS** or **PROGRAMMERS**

5%	CIO/VP IT	14%	ARCHITECT
13%	IT/IS DIRECTOR	2%	PROJECT MANAGER
13%	MANAGER	14%	ANALYST
11%	TEAM LEAD	1%	OTHER

68% describe their current employer as a **HOSPITAL** or **HOSPITAL SYSTEM**

3%	HEALTH INFORMATION EXCHANGE	1%	HARDWARE VENDOR
4%	INDEPENDENT PHYSICIAN ORGANIZATION	11%	CONSULTING FIRM
2%	GOVERNMENT HEALTHCARE ORGINIZATION	3%	OTHER
8%	SOFTWARE VENDOR		

MEETING NEEDS

USER COMMENTS

COREPOINT
- "Relatively easy learning curve to get productive with the engine. The documentation is heads and tails above anything else I've seen. And their customer support is the bar all other should aspire to. They are excellent, eager to help and follow-up to ensure your questions or issues are resolved to your satisfaction."
- "Initial FTP functionally was lacking in support for large file delivery, but that has now been addressed with the newer version."
- "Corepoint fully met my top requirements that included excellent vendor support, ease of use configuration and management, and high availability operational workflow."

CLOVERLEAF
- "The support is great and anytime we have a project that I am not sure how to proceed with, support has been great to work and help plan what is needed. We have never missed a mark with Cloverleaf and have been recognized as one the most connected hospitals."
- "Fabulous HL7 and EDI engine; however, everything "specialized" requires an additional module."
- "It is a very stable interface engine and provides great flexibility with the availability to write TCL code and connect to external databases for more complex tasks."

ENSEMBLE
- "Healthshare's Ensemble provided the necessary tool to integrate several systems quickly and easily. It has a fantastic mirroring technology so that the systems will have little to no downtime."
- "It is very configurable, which is great. However, it is difficult to manage all the customizations."
- "Ensemble has impressed me in what it can do besides being an interface engine. As an interface engine it does what it should and is flexible. The analytic options are what sets Ensemble apart."

MIRTH
- "The development cycle is intuitive and easy to implement. Integration can be both simple and robust (complex), which allows the engine to server a wide variety of systems and applications. The integrated database allows for quick and easy transaction retrieval and reprocessing. Support has been stellar as well. All in all is is exactly what we were looking for in an integration engine."
- "Mirth Connect offers a lot of flexibility for a developer, because you can do NEARLY anything with Javascript. However, there are limitations to the things you can do when compared to using Javascript to build a website or app. Mirth Connect is a terrible consumer of server/vm resources."
- "It has been able to meet every demand we have thrown at it. It has become the foundation of our analytics and reporting systems."

RHAPSODY
- "It's easy to use once you get past the learning curve. They offer great training, the support is decent, the engine has a lot of capability, and under the throughput we have it at, it's stable.
- "I have been involved with developing interfaces for over 10 years, last 5 in Healthcare and Rhapsody. I find the tool to be the best I have used and supports our needs well. I have found Orion support to be excellent."
- "Stable, easy to use interface engine that is feature rich. The FHIR implementation seems a bit complex and I am hoping in coming releases they simplify it. The vendor listens to its customers and over 10 of my enhancement requests have appeared in the 6.2 release. This is fantastic for a company of this size to respond that well to a single customer."
- "Rhapsody is a very mature product, with significant integration tools. Greater flexibility around the handling of large files and shorter retention for higher rate interfaces would be helpful."

0% - BARELY MEETS OUR NEEDS
100% - COMPLETELY MEETS OUR NEED

97%
COREPOINT

89%
ENSEMBLE

88%
RHAPSODY

87%
CLOVERLEAF

83%
MIRTH

USER COMMENTS

COREPOINT

- "The System Monitor, the ability to clone and rename components, and the audit log makes CorePoint a great system to work with."
- "Including all of the gears into the main package would be useful as opposed to add-ons. The action list builder is the best way I have seen to organize and build actions inside an interface."
- "This is just a "nice to have" but with the advent of more APIs and point to point integration technology, we'd love to have the ability to monitor and manage those connections like we do the traditional HL7 data flow."
- "I'd like to see them add derivative (message template) functionality for x12 similar to what is available for HL7 v2."

CLOVERLEAF

- "It has easy-to-use GUI point and click mapping capabilities for most standard functions. The ability to use TCL code to augment the standard functions is essential and makes this a great interface engine to use. Having a read-to-use template for common interface types would be a handy tool."
- "Some things like native version control leave a lot to be desired, but my favorite thing about Cloverleaf is how extendable it is by creating your own scripts or web apps that can run on top of it."
- "The engine needs to include better features (on its own, without new modules) to handle web services hosting. Also needs an easier means of troubleshooting web service posts to an outside web service.....its very cryptic."

ENSEMBLE

- "The multiple ways of configuring the interfaces made the interfaces easy to build and maintain."
- "The only feature I would request with this engine is a more robust debug tool while developing new solutions; testing the DTLs and full end-to-end trace."
- "This engine has not been the most intuitive to learn compared to others that I have used. Again though, it has more capability than most too."

MIRTH

- "The ease of use is creating a generic channel for HL7 interfaces; it doesn't take much doing to create channels and decide what connectors to use. I couldn't live without the programming flexibility and the ability to use APIs. I also would add more basic UI drag-and-drop features for resources that can't code to be able to build an interface."
- "The Mirth Connect portion of the product was good, but the appliance fell short of the mark. The engine was and still is in play without the appliance UI."
- "Low barrier to entry using Mirth Connect with extensive open community and forum."
- "We could not live without the ability to leverage multiple types of connections and the ability to connect to all of our databases from multiple vendors."

RHAPSODY

- "The graphic user interface makes it easy to use. The testing functionality that is offered on each of the filters is great. There is also good documentation on the Doki. The fact that you can make modifications to the message in different filters and have to go through each one to determine what's being done to the message makes it difficult."
- "Stability - its 100% stable. This makes our on-call a breeze. The alerting is highly configurable so you can control when you get paged."
- "The engine has a rich feature set, however, I sometimes feel that some standard filter options should be more straightforward. They can require more design that I would have to put into a regular development environment."

0% - INCOMPLETE FEATURE SET / NOT USER-FRIENDLY
100% - FULL FEATURE SET / USER-FRIENDLY

95%
COREPOINT
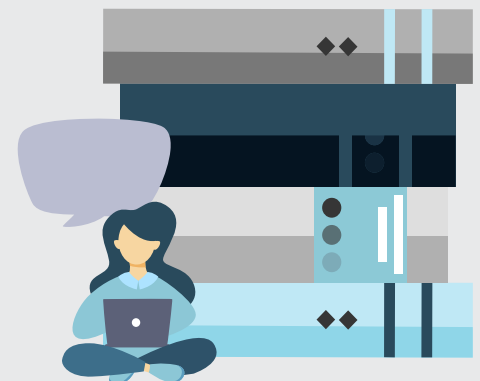
94%
RHAPSODY

88%
ENSEMBLE

84%
MIRTH

78%
CLOVERLEAF

ADDITIONAL FEATURES

USER COMMENTS

COREPOINT

- "I love the ability to set up alerts so you know that queue is building up or have lost connectivity, etc. It's easy to set up security so users can see only certain connections and then can additionally set whether they can edit and/or resend messages, etc."
- "User auditing was the newest feature that surprised me. In the event of an audit, we can see everywhere the messages went and even see each IT staff that may have viewed in a console."
- "The Corepoint Monitor is one awesome tool. There are a lot of features built into the monitor. The ability to share the monitor with other departments is nothing short of amazing! Our end users now have insight into their own relevant interfaces whether it is laboratory, radiology, or other departments."

CLOVERLEAF

- "The new global monitor is a great tool. Security server is a bit kludgy in my mind."
- "A little harder for me to implement Web Services, but support was great to work with. Monitoring is great, because of the app on the mobile phone I am able to monitor and control remotely."
- "Web Services are poorly developed in the product. Training is non-existent. Setting things up for web services is very non-intuitive (compared to every other integration type within the product)."

ENSEMBLE

- "Lots of custom work to implement some monitoring and was not standard across the board."
- "Excellent monitoring features once they are setup and configured correctly."
- "The Deepsee analytics is pretty resource intensive."

MIRTH

- "Implementing these features is not complex at all and since this is an open source product you can use the community for help and vendor documentation."
- "HTTPS is not available out of the box, but in general non-secured web services are easily implemented. We built a front-end wrapper to consume on HTTPS, then send to Mirth via HTTP to overcome that hurdle.
- "It is fairly complex, each requiring custom coding using Javascript and RHINO."

RHAPSODY

- "Web services can be a little daunting, but that's the nature of WS. Monitoring is pretty good, you can set up watchlists and it pretty much just takes care of itself. LDAP was also simple to set up and there's good documentation online for it."
- "None of them are complex, however it does take some learning particularly for people who have never done web services before."
- "Monitoring is not quite where it needs to be. It is cumbersome to set up and should have documentation and escalation features."
- "If one is familiar with developing for web services this is an excellent platform, monitory and security is straight forward."

0% - POOR
100% - EXCELLENT

93%
COREPOINT

88%
RHAPSODY

82%
ENSEMBLE

78%
CLOVERLEAF

67%
MIRTH

IMPLEMENTATION SETUP

USER COMMENTS

COREPOINT

- "Transitioning from a legacy engine to Corepoint is fairly straightforward as far as the tool goes. How smooth a transition is usually has more to do with how well planned the process is and how easy it is to gather information about the legacy interfaces so they can be migrated/replicated in Corepoint."
- "The engine is intuitive and support team is helpful, however formal training is ridiculously expensive."
- "We went live and the hospital never even noticed. Smooth."
- "Corepoint could not be more simple to implement. The hardest part is getting the SQL Server instance in place. At Go Live, the built in Configuration Management features make it very easy to move multiple interfaces into the production environment."
- "Because of all the system processes that are coupled together, small problems that should only affect one interface actually affect the entire engine and require reboot (fatal errors)."

CLOVERLEAF

- "Cloverleaf is not "simple". But simple won't cut it."
- "I wish we had spent more focus on HA\failovers when initially implementing the engine."
- "Requires solid familiarity of UNIX."
- "The testing tool is very helpful to help minimize errors and test your code."

ENSEMBLE

- "Not as many defined standards as we would like and lots of work to re-engineer post go-live based on minimal direction/support during implementation. Just led as replace like-for-like, not taking advantage of Ensemble capabilities."
- "There was a learning curve, as with all engines. The idea of routing vs translating was new to us."
- "Easy to implement, but requires a development background."

MIRTH

- "The toughest part was getting documentation on installation of the engine on Linux, but after we got documentation the installation was pretty smooth."
- "Things that made interface development easy: drag and drop functionality, javascript design, ease of testing, and version tracking."
- "Initially when we started working with the product we had to learn JavaScript. The ability to clone channels and/or destinations made the process seamless from testing to production."

RHAPSODY

- "Since you can do virtually anything you want to in a message in Rhapsody, it makes it easy to migrate to Rhapsody since the functionality probably already exists. That also makes it tough, because it's often hard to determine which is the best way to develop what you're trying to accomplish. Do I do it all in a mapper? Do I build out a JS filter & an HL7 message modifier? There are a lot of options."
- "Rhapsody was easy to learn. It was difficult to have several people working on the system before standardization of structures. It was not set up and we needed to constantly adjust the structures as new conditions occurred. The application was not constructed to make standardization easy to create."
- "Toughest part is the layout/naming conventions. Having an outside resource was greatest benefit on standing up the environment"
- "It is easily implemented on Window, AIX and Linux, in a consistent manner. The pre-built objects made it easy to convert from the previous engine, with a short learning curve for developers."
- "We moved all of our interfaces over from JCAPS. The implementation was time-consuming and took an FTE approximately 12 months to complete."

0% - DIFFICULT IMPLEMENTATION
100% - SEAMLESS IMPLEMENTATION

94%
COREPOINT

87%
CLOVERLEAF

79%
ENSEMBLE

73%
MIRTH

72%
RHAPSODY

STABILITY & SCALABILITY

USER COMMENTS

COREPOINT
- "Runs well, thought the A2 high availability solution may need some fine turning as we've had issues failing over in the past."
- "Corepoint has demonstrated to me in the last 12 years, a very, very stable interface platform. We do not worry about routine patching and rebooting every 30 days and recovering from any type of failover."
- "Corepoint has provided an interface engine platform that is scalable and allowed investment protection and growth as our organization has expanded services and added ancillary sub-systems interfaced with our HIS (Hospital Information System)."
- "Corepoint uses an SQL database to log as well as transform data, if there are problems with the data base any interfaces that reference SQL transformations go down (i.e. a translation table used to change a value within a message)."

CLOVERLEAF
- "I have worked with Cloverleaf in places very small to huge enterprise. If you buy the hardware, the engine seems endlessly scalable."
- "I'm very confident in the engine's stability. Most maintenance can be automated and as long as you follow best practices you can keep uptime near 100%."
- "Inability to do active-active cluster is problematic. Over-dependence on TCL scripts for any customization. No publication/subscribe functionality."
- "Mostly rock solid thus far. We've had some issue with SMAT file corruption, but most of the time even those are due to identifiable user error."

ENSEMBLE
- "The mirroring ability had a bit of a learning curve but was well worth the effort of learning."
- "The application is able to scale. Stability has been very pleasing, downtime is virtually non existent.
- "Running on AIX is probably inherently part of the stability of the platform. In the 6+ years we've been on the platform, we have not had any software-initiated, unscheduled downtime.
- "It's very stable and reliable. I feel the DR failover could be more user friendly."

MIRTH
- "The scalability for Mirth Connect requires constant increase of memory and storage and consumes resources like crazy."
- "The engine is pretty stable, but since it is a Java app the biggest thing is providing enough heap for your growing interfaces so you will always have to continue to adjust as your volume grows."
- "Engine is as stable as the Java environment and the backend database. Improve logging and per channel archiving of transactions."

RHAPSODY
- "For the amount of throughput we currently put through the engine, it's very stable. However I have worked with other clients who use Rhapsody for their HIE product and the interface engine, and it crashes constantly. I think that when we complete all of the development we want to accomplish, this engine should be able to run on its own without much to any human interaction."
- "Several of our Rhapsody instances have not been brought down in over a year, it has been completely reliable. Any issues we have had are related to network/SAN storage."
- "We have been measuring route reliability and are hovering around 99%. Once the route is tested they just don't fail. We have built in a lot error checking for simple things that would easily take down routes, but building in those checks and scaling up are simple."
- "I would like a better HA solution; other than that we really have the highest uptime percentage of all of our systems."

0% - NOT STABLE/SCALABLE
100% - VERY STABLE/SCALABLE

97%
COREPOINT

94%
RHAPSODY

93%
ENSEMBLE

90%
CLOVERLEAF

82%
MIRTH

SUPPORT & SERVICES

USER COMMENTS

COREPOINT

• "The best support staff I have every run across. Answer your question on the phone or remote into your system to help diagnose the issue."
• "The user community and knowledge base is very small compared with our previous Cloverleaf engine. It's hard to get information from other users."
• "Support services are TOP SHELF! Their engineers are patient and helpful. I have yet to encounter an issue or question that they were not able to help with in a reasonable amount of time."
• "Probably the best support staff I have ever dealt with, and I have dealt with many in my 10 years in Medical IT. When you call, you get a knowledgeable technician who remotes in to your server, and helps you fix your issue right on the spot. Once the call is over and the issue is resolved, you get a nice email summary of the support encounter. NO visiting a website to enter tickets, NO leaving information with a receptionist or a useless first level support, NO need to hound account managers because nothing is getting done, NO nonsense at all!"

CLOVERLEAF

• "Large install base. But the engine has been purchased over and over with no one really investing in upgrading the product. It does well with basic HL7 2.x activities, but is not keeping up with the industry."
• "The users group is great for questions and learning. The vendor training classes are also very useful."
• "The user community more often that not leads to a quicker answer than Infor support."
• "There were some situations where [support] couldn't provide the desired solution required in our project related to webservices."

ENSEMBLE

• "Intersystem's WRC is very helpful by getting back to us quickly. We typically work with the same 2-3 people which is great."
• "InterSystems tiered support is fabulous; most tickets get resolved by tier1 support on the initial call."
• "We do not have a support contract, however, the online documentation is helpful."
• "Technical support has been good - documentation, not as much. The staff is committed to helping customers, but tools are not always to the level needed."

MIRTH

• "This is an open source product so support is the community, but the vendor does respond to certain issues on Slack."
• "Support has been quick to respond, and support technicians are experienced, knowledgeable, and thorough."
• "Training was excellent but tough. We rarely call support because the product is so stable. The community forums have a wealth of knowledge (if you are willing to search) and is very active and manned by Mirth Staff at times."

RHAPSODY

• "Our team has benefited from expert Rhapsody certified consultants helping along the way, building out the infrastructure of the engine as well as setting our organization's best practices. Orion support is good for Rhapsody related questions, but I would not want them to be building the interfaces. I think Orion should do more to allow consultants to get trained on Rhapsody to better support their product."
• "I have utilized both the professional services and the support desk and both are as spelled out in the contract. No disappointments. Our production environment went down and the support desk contacted us by phone to see what they could do to help us get it back up."
• "The one thing Orion lacks is a strong sense of customer support, compared to CorePoint they are very poor. They do not have a very good response time and are not extremely helpful when they do respond. I feel at times we know more about the engine then they do."
• "Our support has been outstanding, quick and accurate. There are also user forums that can be accessed for information."

0% - POOR
100% - EXCELLENT

97%
COREPOINT

87%
ENSEMBLE

83%
RHAPSODY

76%
CLOVERLEAF

72%
MIRTH

TOTAL COST OF OWNERSHIP

USER COMMENTS

COREPOINT
- "No surprises, and everything we needed was included in the implementation package. Costs are about on par with the other major engine."
- "Pricing model makes it reasonable for smaller organizations. Larger ones take a hit on the per connection pricing (they have no "all you can eat" model)."
- "Corepoint does a great job of presenting all costs without surprises. They are quite flexible with working out methods for purchasing. Corepoint is very cost effective with utilizing analyst time to design, develop, and implement interfaces. There is no requirement for specific programming language knowledge like Java, TCL, etc. The biggest cost outside of the engine purchase is purchasing SQL Server."
- "I find the TCO for Corepoint in line with budgeted expectations for ongoing maintenance and support of a high quality software system. The initial investment for licensure of Corepoint was also inline with most other comparable interface solutions. The difference for me was the quality of the product and vendor support along with ease of use and reliability."

CLOVERLEAF
- "The upfront costs were significant. Finding experienced Cloverleaf developers can also be costly. I wouldn't consider the maintenance costs to be significant or different than what we expected."
- "Cost effective based on the number of threads we run (unlimited license)."
- "Every added functionality is an additional cost. Maintenance fees have become ridiculous."

ENSEMBLE
- "Reliability makes the product cost effective, however, the initial deployment and ongoing license is costly."
- "As the product evolved, some capabilities that should be part of the core, became additional modules requiring additional licensing and costs."
- "It's a bit pricey, but worth it for the savings we have incurred from splitting feeds."

MIRTH
- "If a support contract is not needed then there is no cost. Talent has not been difficult to find. Server requirements are light."
- "Being open-sourced the basic packages are free to download. There is a great deal of information that is also free from the vendor as far as education. Support at the premium level was also a lot less that other engine software."
- "The initial download is free, but support is required to get the application plug-ins and to obtain support. Good TCO, training is needed to better understand the breath of the product."
- "This is the main avantage of the open source version. No cost for a lot of features."

RHAPSODY
- "The licensing is tricky with Orion. After a certain number of communication points, you either have to pay for an unlimited license, which is outside of what the organization is willing to pay, or find alternatives to Rhapsody to do things such as file transfers. So instead of being able to buy a few more communication point licenses, we had to buy another product to handle our file transfers."
- "An engine that does everything you need it to do is not going to be cheap. However, compared to the others we looked at and for the work that it is doing for us I feel that it is a reasonable business cost."
- "We arranged a purchase by facility as opposed to by communication point. This model has served us well."
- "Compared to our other engine, the communication points are more costly but they are also more stable than those of our other engines."

1 - LOW TCO ($)
5 - HIGH TCO ($$$)

2.0
MIRTH

2.8
COREPOINT

2.8
RHAPSODY

3.2
ENSEMBLE

3.2
CLOVERLEAF

VENDOR VS. PARTNER

USER COMMENTS

COREPOINT
- "I know many of their enhancement ideas originate from the user community. They listen to what we want and respond."
- "Corepoint has been a partner from day one and has been available as a vendor in supporting my organizational needs with implementation support and growing as a solution provider in line with the changing regulatory requirements that Healthcare has experienced over the last 6-8 years."
- "They are a partner and have built their company specifically for interfaces and specifically for healthcare. I do trust them, and I believe they will be here for years to come."
- "Corepoint Health has been more than willing to listen to me as a customer and has actually implemented changes to their product as suggested by its customers!"

CLOVERLEAF
- "The vendor is committed to keeping this product on the cutting edge of technology. I trust that they will be here for the foreseeable future."
- "They are consider a partner with us and have been very instrumental in design for application we have been challenged with."
- "Several bugs that we've reported were quickly (in my opinion) patched by Infor. The sales force, however, is very focused on trying to upsell us on features that we can't find a legitimate reason to implement."

ENSEMBLE
- "Intersystems has been open and willing to work with us on pilot development and leverage support resources for new and innovative work."
- "Partner with very strong technical knowledge that I trust daily and in the long term."
- "Partnership is driven by revenue rather than partnership relations."

MIRTH
- "The vendor has made a lot of good enhancements to product and they are really adapting to the changes of the healthcare industry, I see a lot of great things in the feature for the interface engine."
- "They are very open to feedback, even from free users on their forums and bug tracking app."

RHAPSODY
- "Honestly, we don't have a lot of requests for changes of Rhapsody, we're pretty happy with what we have right now. We're aware of the unfortunate changes that are happening with ownership of Rhapsody, but we hope the application stays available for a long time."
- "They are vendor, not a partner."
- "They are a partner. They have listened to us and implemented many of our requested modifications. They have a good presence in the market, but have recently been sold so time will tell."
- "They appear to have a pulse on the latest developments with HL7; however, the HA strategy could be improved upon."

0% - NOT OPEN TO INPUT / WILLING TO ADAPT
100% - VERY OPEN TO INPUT / WILLING TO ADAPT

92%
COREPOINT

83%
ENSEMBLE

81%
RHAPSODY

72%
CLOVERLEAF

70%
MIRTH

OVERALL RATING

USER COMMENTS

COREPOINT

- "Relatively easy learning curve to get productive with the engine. The documentation is heads and tails above anything else I've seen. And their customer support is the bar all other should aspire to. They are excellent, eager to help and follow-up to ensure your questions or issues are resolved to your satisfaction."
- "Initial FTP functionally was lacking in support for large file delivery, but that has now been addressed with the newer version."
- "Corepoint fully met my top requirements that included excellent vendor support, ease of use configuration and management, and high availability operational workflow."

CLOVERLEAF

- "Cloverleaf is the best engine on the market."
- "It really is the best interface engine I've ever worked with."
- "Complexity and flexibility over simplicity. This is my favorite engine."
- "Cloverleaf is the best engine on the market. Most comprehensive and stable."

ENSEMBLE

- "For a simple interface engine, I would choose Cloverleaf. As a product suite, the Intersystems packaging with Healthshare and Ensemble, its hard to beat the ease of implementing say an HIE. As far as companies that need just an interface engine, I would choose either Cloverleaf or Mirth."
- "Based on the capabilities and costs, Ensemble is a very reliable tool for the daily work that is needed in our integration space, however the costs and availability to open source tools as well as the move to web based integration would make it more difficult to justify the cost of Ensemble."
- "Excellent engine, very scalable."

MIRTH

- "Mirth open source version fits our needs perfectly because we have a dev team able to adapt to it and develop the missing features. Best rapport, quality, and price for our use."
- "The cost is free and the tool is easy to use. However, it is not as manageable on a large scale such as Rhapsody. We would use this again."
- "The cost is low and engine is flexible. You need good developers to max out the engine capabilities. I would still choose this interface engine over others if I had to make a decision today."

RHAPSODY

- "I've worked with 7 interface engines, and Rhapsody is by far my favorite. Orion is not my favorite company to work with, but the application itself is well developed and offers everything we've needed for integration."
- "I would choose a different engine. The application is easy to learn and a positive aspect is that you are able to see the entire JAVA coding when you map. The negative aspect of that is that you have to touch and adjust the code even with some of the simplest drag and drop mapping."
- "Good product for a core integration engine. Not that great on the support or partnership fronts."
- "We would choose this product again. Through Javascript programming you can do whatever you want with this product, and get as complicated as you want. Or you can stick to the canned widgets."

A+
COREPOINT

B+
ENSEMBLE

B
CLOVERLEAF

B-
RHAPSODY

C+
MIRTH

HL7 COMPARISON SURVEY SUMMARY

Core Health Technologies is an unbiased, vendor-neutral Health Information Technology solutions partner. In addition to helping our customers through implementations, upgrades, migrations, support, and backfill needs, we also assist organizations with engine selection. Which is precisely why we developed this survey—to empower you to make the best decision for your organization.

Once again, Corepoint came out on top in all categories. However, the gap seems to have closed slightly from 2017—an indication that competitors continue to put on the pressure.

In 2017, Ensemble, Rhapsody, and Cloverleaf were neck-and-neck in nearly every category. This year, we observed a more distinct difference between the engines with Ensemble and Rhapsody being favored over Cloverleaf more often than not. In fact, Cloverleaf decreased in every category from last year while Ensemble made slight gains in "Support & Service" and Rhapsody in both "Stability & Scalability" and "Features & Usability."

Mirth remains in last place in 7 out of the 8 categories, but did jump up a spot in "Features & Usability." While Mirth may not be considered easy to use by the general population, it certainly has a following amongst programmers. Not surprisingly, it continues to holds down the lowest Total Cost of Ownership (TCO). Once again, the old adage "you get what you pay for" rings true.

So, there you have it. Corepoint, the defending Core Health Technologies HL7 Ratings champ, gets the gold again. What's their secret sauce? From where we stand, it appears to be the combination of a superior engine, top-notch support, and a focus on partnerships — all at a reasonable cost.

2018 VS. 2017 OVERALL RESULTS
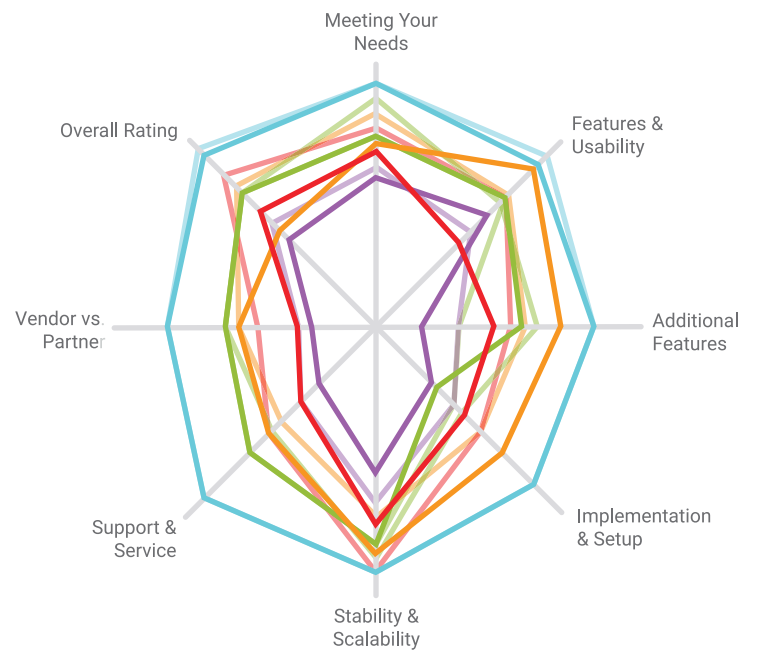
2018

- COREPOINT
- CLOVERLEAF
- ENSEMBLE
- MIRTH
- RHAPSODY

2017

- COREPOINT
- CLOVERLEAF
- ENSEMBLE
- MIRTH
- RHAPSODY

"I have been with two healthcare organizations with different interface engines. In my opinion, Corepoint provides the all around solution when looking for reliability, ease of use, and full-service operational support and optional avenues for educational development of technical support staff."