



Emerging Company Spotlight

InterScripts BytePad 2026

Simplifying Legacy Health Data Access & Compliance Through
Modern Archiving



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Why This Spotlight?

Healthcare organizations struggle to manage legacy data as they consolidate multiple systems, transition to new EHRs, and maintain compliance. Traditional solutions are costly and complex, leading to even further complications. Through the BytePad solution, InterScripts aims to address these pain points. This report shares current customers' experiences with BytePad in terms of compliance, usability, cost savings, and clinical workflow impact.

What Does BytePad Do?

(a customer explains)

"BytePad from InterScripts centralizes archiving and access for legacy data across multiple hospitals and systems, including EMRs and specialty systems. The platform allows legacy data to be easily operationally accessed, supports smooth decommissioning of old applications, and incorporates AI tools for advanced search and data extraction. Integration with EHR workflows, regulatory compliance, and cost-effective pricing are core components of BytePad's value."

—Director

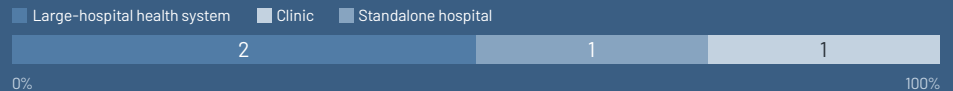
Bottom Line

Respondents believe BytePad is a valuable solution that delivers improved regulatory compliance, cost savings, and usability for data archiving. They emphasize InterScripts' exceptional customer service, transparent pricing, collaborative partnership, and intuitive technology as key strengths. Interviewed customers say the solution drives tangible outcomes by making data accessible and reducing operational burdens. Some want better road-map communication, reduced emphasis on sales, and more product innovation.

of Customers Interviewed by KLAS

5 individuals from 4 organizations (InterScripts shared a list of 7 unique organizations; the list represents 100% of the customers that are eligible for inclusion in this study)

Survey Respondents—by Organization Type



Top Reasons Selected

Collaborative partnership, flexible pricing, strong customer focus, proven track record, robust product functionality

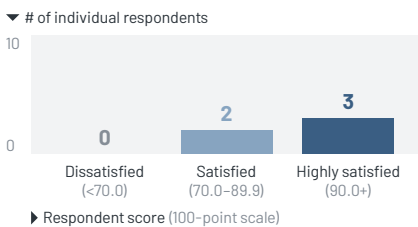
Customer-Validated EHR Integration



InterScripts BytePad Customer Experience: An Initial Look

Distribution of Overall Performance Score

Based on individual respondents, not unique organizations



Key Performance Indicators

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend	
A** (n=3)	B+** (n=4)	A+** (n=4)	A+** (n=4)	
Software grading scale (1-9 scale)				
A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Would you buy again? (n=4)

Percentage of respondents who answered yes



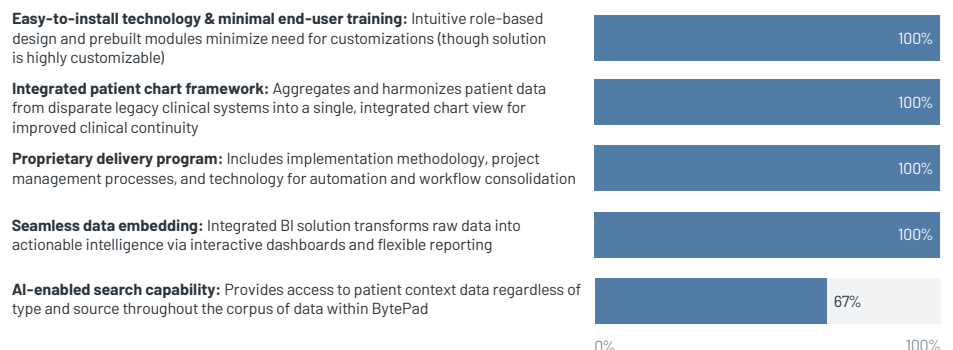
Note: Percentages are calculated based on individual respondent counts, not unique organizations.

Outcomes Expected by Customers

- Achieved
- Pending
- Unexpected outcome
- Not achieved
- Cost savings from decommissioning legacy systems
- Ease of use and minimal training required
- Improved compliance (HIPAA, PHI, audit readiness)
- Single source for legacy data

Adoption of Key Functionality

Percentage of interviewed organizations using functionality (n=3)



Strengths

Customer-focused partnership with exceptional service, investment in customer success, and flexibility

Exceptional value and cost-effectiveness, enabling organizations to achieve their desired outcomes

Easy-to-use, intuitive technology that enhances access to legacy data and improves efficiency



"InterScripts is very responsive to customers. The vendor is easy to work with. They are customer oriented. They remind me a lot of how Epic was back in the day. They are very focused on working with our needs and getting our solutions in place. Customer service is very much their strength." —Director

"We chose BytePad over other solutions due to its cost and the pricing model that the vendor offered. BytePad's price is reasonable. Data archiving is expensive in general, but BytePad's prices are such that users don't feel like they cannot do the right thing. That thing is archiving. BytePad has a fixed price instead of a variable price, and it is more cost effective." —CIO

"One of the biggest positives is that there is virtually no training needed to use BytePad. BytePad is inherently easy to use. Early on, we gave some people a demo and showed them how to go through BytePad, and from them and others, we have heard the comments that BytePad is better than any of the EMRs we have had with patients. Everything is right there in one spot to do whatever we need." —VP/other executive

Opportunities

Reduce sales emphasis and continue to try to exceed expectations with current service lines

Enhance unique product innovation and share road map while continuing to meet evolving needs



"This is a negative that one could also interpret as a positive. InterScripts is very eager to grow their portfolio. They are often trying to sell new service lines. We want them to stop trying to sell us on the product suite. The vendor is not pushy, but they sometimes go a bit too far when there is a new service line and they are trying to make a sale." —VP/other executive

"InterScripts could provide quarterly business reviews so that customers could understand their product road map. We haven't seen a road map from InterScripts, so we don't know whether BytePad will continue to meet all of our needs. InterScripts could also upsell us if additional functionalities were coming, like AI. In three to five years, I think AI will be able to do a lot of what BytePad is doing. InterScripts is going to have to work on what their differentiated value proposition is." —CIO

Points to Ponder

What Does a Customer Need to Do to Be Successful with This Solution?

Customers explain

Line up operational resources and plan for thorough data validation: *"My advice to others is to line up the operational resources ahead of time and make sure they have availability. That goes a long way to getting things done quicker and would have helped us a whole lot." —Director*

Set clear expectations and maintain communication on changes in scope: *"The most important thing that we have learned from working with InterScripts is that constant communication and expectation setting are important to making each project successful. . . . Setting expectations and being very clear on communication is the biggest thing, and that applies to the vendor as well, though we have pretty open conversations with InterScripts and the rest of the archiving team." —Director*

Foster a collaborative partnership with the vendor: *"One thing that has allowed us to be really successful is a very tight partnership with InterScripts. Customers should allow the partnership to happen and grow. That has really benefited us." —Director*

InterScripts explains

- Establish application rationalization and legacy data archival/management/use as a high priority IT initiative at the leadership levels (including executive sponsorship).
- Identify and assign stakeholders from all impacted groups (e.g., clinical, financial, HIM, etc.).
- Budget, allocate, authorize, and assign resources for data archival/migration projects throughout the entire life cycle.
- Ensure data access from source applications/systems known to be scheduled for decommissioning.

Other Relevant Commentary



"InterScripts is very fair. They want their customers to be successful, and they will go above and beyond to make their customers successful. InterScripts is very customer focused. When we have needed additional resources, InterScripts' people have been readily available." —CIO



"InterScripts has saved us a considerable amount of money. They want to see us succeed. I would like to see them succeed. So with our organizations, there is a partnership, but that is so far beyond any partnership with a vendor I have had before. They were willing to work with us on costs when needed." —VP/other executive

InterScripts: Company Profile at a Glance

Year founded

2017

Headquarters

Chantilly, VA

Key competitors

Access (Triyam), ClearSense, ELLKAY, Harmony Healthcare IT, MediQuant

Number of BytePad customers

7 currently live on BytePad; 2 under contract

Total unique healthcare customers across other healthcare solutions

30

Number of employees

300+

Estimated revenue

>\$50M

Funding

Privately owned and self-funded

Revenue model

A composite of annual license fees for our products, monthly fees for our support services, and onetime fees for projects and resources

Target customer

Large health systems/IDNs and CIOs



Healthcare Executive Interview

Raju Togi, MBA, CFCHE,

President and Chief Executive Officer

What is InterScripts' mission and vision?

Our mission is to deliver value through superior quality services and products that truly solve problems for healthcare, education, and government entities. This includes bringing clarity, reliability, and sustainability to complex projects. Our vision is to combine clinical expertise, process knowledge, and technology so organizations can fundamentally improve both cost and quality of care. We want to be known for innovation, integrity, and long-term client partnerships.

Why was InterScripts started?

InterScripts was founded with a simple but powerful belief that technology should be applied to improve care, save lives, and bring efficiencies across the provider life cycle—while making healthcare, education, and government services more connected, more efficient, and more human. Our founders witnessed firsthand how outdated systems, fragmented data, and siloed applications created barriers to progress. Healthcare providers, in particular, faced rising costs, compliance pressures, and the urgent need to deliver better care while still relying on legacy technologies. InterScripts was created to bridge these gaps—combining deep domain expertise, innovative IT solutions, and a service-first mindset.

What is InterScripts' biggest differentiator?

We are a partner in transformation, helping organizations unlock the true potential of their data while improving the quality of care and lives of those who deliver it. Unlike generic IT vendors, InterScripts was founded with healthcare at our core. Our differentiators include but are not limited to being purpose-built for healthcare and beyond, having end-to-end application rationalization, offering AI-enabled data access and insights, using a provider-centric design, and being future-ready, not just future-proof. We do life cycle management, have proven execution excellence, and look at security and compliance as our foundation. Together, these differentiators make InterScripts more than just another IT vendor.

Solution Technical Specifications Information provided by InterScripts

Cloud environment

Microsoft Azure

Security platform

SOC 2 Type 2, ISO 27001, 27018, 22301, 9001

Integration approach

SMART on FHIR

Development platform

React, Node.js

Confidentiality

HIPAA, BAA, NDA

HITRUST certification

Yes

Database environment

Microsoft SQL server

Data encryption

AES-256 at rest; TLS 1.2 in transit

AI

Yes

Mobile application environment

Browser based

Report Information

Sample Sizes

Unless otherwise noted, sample sizes displayed throughout this report (e.g., n=6) represent the total number of *unique customer organizations* that responded to a particular question. Some respondents choose not to answer all questions, meaning the sample size may change from question to question.

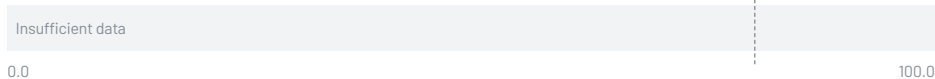
Sample sizes of 15+ unique organizations are considered fully rated. When the sample size is 6–14, the data is considered limited and marked with an asterisk (*). If the sample size is 3–5, the data is considered emerging and marked with a double asterisk (**); no overall performance score is shown for emerging data. No data of any kind is shown for questions with a sample size of less than 3. Note that data marked as limited or emerging has the potential to change significantly as additional surveys are collected.

InterScripts BytePad Performance Overview

All standard software performance indicators

Overall performance score (100-point scale)

2025 Best in KLAS software average: **80.6**



Culture

Keeps all promises Percentage of respondents who answered yes	(n=4)	100%**
Proactive service (1–9 scale)	(n=4)	A-**
Product works as promoted (1–9 scale)	(n=4)	A**

Loyalty

Forecasted satisfaction (1–9 scale)	(n=3)	A**
Likely to recommend (1–9 scale)	(n=4)	A+**
Overall satisfaction (1–9 scale)	(n=3)	A**
Part of long-term plans Percentage of respondents who answered yes	(n=4)	100%**
Would you buy again Percentage of respondents who answered yes	(n=4)	100%**

Operations

Ease of use (1–9 scale)	(n=4)	A+**
Quality of implementation (1–9 scale)	(n=4)	A**
Quality of training (1–9 scale)	(n=4)	A**

Software grading scale (1–9 scale)

A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11	F = <5.22
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84	
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**Emerging data

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Product

Delivery of new technology (1–9 scale)	(n=3)	A**
Overall product quality (1–9 scale)	(n=4)	A**
Product has needed functionality (1–9 scale)	(n=4)	B+**
Supports integration goals (1–9 scale)	(n=3)	A**

Relationship

Executive involvement (1–9 scale)	(n=4)	A+**
Quality of phone/web support (1–9 scale)	(n=4)	A-**

Value

Avoids charging for every little thing Percentage of respondents who answered yes	(n=4)	100%**
Drives tangible outcomes (1–9 scale)	(n=4)	A-**
Money's worth (1–9 scale)	(n=4)	A+**

Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS' best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to engage.klasresearch.com/why-klas.

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Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



LEAD AUTHOR
Benjamin Cassity
benjamin.cassity@KLASresearch.com



CO-AUTHOR
Drew Partridge
drew.partridge@KLASresearch.com



Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

365 S. Garden Grove Lane, Suite 300
Pleasant Grove, UT 84062

Ph: (800) 920-4109

For more information about KLAS, please visit our website:
engage.KLASresearch.com

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