



First Look

Vectramind firstpass Unified Patient Experience & Engagement Platform 2026

Streamlining Communication & Workflows to Reduce Patient & Clinician Workloads & Support Operational Efficiency



Vectramind firstpass Unified Patient Experience & Engagement Platform 2026 Streamlining Communication & Workflows to Reduce Patient & Clinician Workloads & Support Operational Efficiency

Why This First Look?

Healthcare organizations are often challenged by lengthy patient wait times, inefficient registration processes, communication gaps, and operational inefficiencies. Vectramind aims to partner with organizations to address these challenges through their firstpass solution, which offers integration capabilities and automation to decrease the staff burden. This report examines the experiences and satisfaction of non-US customers who have implemented and adopted firstpass over the last year.

What Does firstpass Do?

(a customer explains)

"Vectramind is a technology enabler. Basically, they cover multiple aspects of technology for communication pathways. They are our service delivery vendor for communications to our patients through SMS and WhatsApp. They are also our technology vendor when it comes to our queue management system. Basically, they have a ticketing system that we encounter in organizations, banks, or hospitals. Vectramind is the one who delivers those services to us." —Manager

Bottom Line

Interviewed customers appreciate Vectramind's strong support, low product costs, and robust integration skills—all of which help drive customer satisfaction. Noted areas for improvement include expanded training resources and a heavier emphasis on AI innovation. Overall, respondents are satisfied with the firstpass solution, and 100% indicate that it is part of their long-term plans.

of Customers Interviewed by KLAS

5 individuals from 5 non-US organizations (Vectramind shared a list of 5 unique organizations; the list represents 100% of the customers that are eligible for inclusion in this study)

Top Reasons Selected

Competitive pricing, integration capabilities, positive customer experience, flexible and responsive vendor, user-friendly solution

Survey Respondents—by Organization Type



Customer-Validated EHR Integration

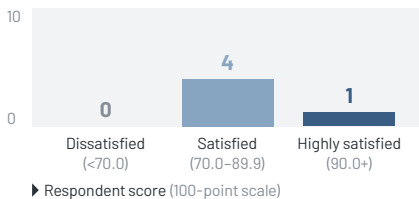


Vectramind firstpass Customer Experience: An Initial Look

Distribution of Overall Performance Score

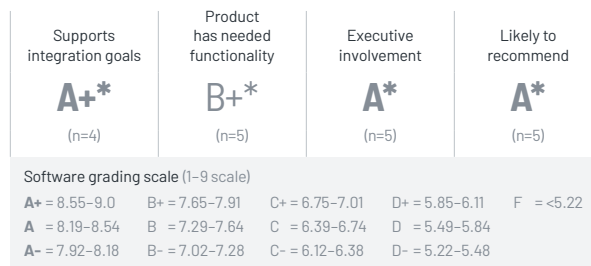
Based on individual respondents, not unique organizations

▼ # of individual respondents



Key Performance Indicators

*Limited data



Would you buy again? (n=5)
Percentage of respondents who answered yes



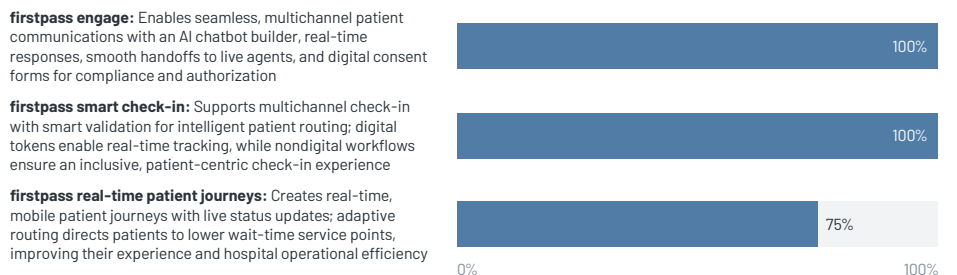
Outcomes Expected by Customers

- Achieved
 - Unexpected outcome
 - Pending
 - Not achieved
- Increased patient engagement and reduced no-show rate
 - Improved patient flow and self-registration rates
 - Reduced waiting and turnaround times

Adoption of Key Functionality

Percentage of interviewed organizations using functionality (n=4)

Note: All listed functionalities are part of a unified patient experience platform, firstpass UPX Suite.



Time to See Outcomes



Strengths

Knowledgeable and technically capable team with excellent integration and problem-solving abilities

Responsive, available, and engaged customer support focused on partnership

Vectramind's cost and flexibility help them stand out against the competition



"What sets Vectramind apart is the capabilities of the company when it comes to integration. They have very experienced people who have done some integrations. Vectramind is very experienced in doing multiple integrations for our EMR. They have a capable team, and we are having a good experience." —Manager

"Vectramind has a great sales team that is consistently engaged with us. They don't treat us as their customer; they treat us more as their partner. They are very engaged to see how we consistently are growing and seeing improvements. They are accessible outside of work hours. Also, when we need some input or guidance from them, particularly consulting help and not necessarily troubleshooting, they are available." —Director

"One reason we selected the vendor was the price. Vectramind's cost was less than that of the competition. They were recommended by our EHR vendor. We also checked with another facility that had rolled out firstpass, and they spoke highly of Vectramind. Those factors contributed to our selection of the vendor." —Director

Opportunities

Customers hope to see stronger AI initiatives and end-to-end workflow integration

Enhance training resources and materials while establishing trainers within healthcare organizations

Increased vendor staffing could help the vendor address other improvement opportunities



"Given the level of disruption in the market, one thing that I would highlight is the need for stronger AI initiatives. Instead of focusing only on their core business, vendors need to move quickly toward more comprehensive, end-to-end solutions embedded in workflows." —VP/other executive

"Vectramind has some space for improvement with training. I'm a trainer and very into education. The vendor uses a train-the-trainer program. However, Vectramind was kind enough to extend the training to some other people. It would be great if they had more materials that were readily available, like videos. There could also be a dedicated trainer, instead of the implementer or project manager, for example." —Manager

"The opportunity where Vectramind can improve is that they need to increase their manpower count. They need to have more manpower so that they can explore more training. Sometimes they do training physically, and sometimes they do it through online teams. They also need to follow the latest technologies, especially when it comes to AI." —Manager

Points to Ponder

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

Customers explain

Define workflows and balance user needs for successful implementation: "I would tell others looking at firstpass that they need to define their workflows very clearly and automate as much as possible. They shouldn't just think of the patients; they should also think of the users who are the staff of the facility." —Manager

Ensure early solution integration with EHR: "I would tell a customer that it would really help if they would go in from the very beginning having the solution integrated with the EHR. We still feel the manual work involved is not necessarily less than it was to help improve patient engagement. That is the reason why we are pursuing integration with our EHR. As soon as the integration with the EHR is completed, that should really help us." —Director

Maintain clarity around objectives and business direction: "Clarity of objectives is critical, especially with so many overlapping solutions emerging, particularly with AI. What often happens is that once we start, different stakeholders introduce new, overlapping requirements, and momentum is lost. That is one reason we have seen challenges. Our solutioning is only as strong as the business direction. As soon as the business becomes confused or priorities shift, we run into problems." —VP/other executive

Vectramind explains

- **Define clear objectives and KPIs:** Set measurable goals such as improving patient satisfaction, reducing wait times, or enhancing communication.
- **Secure executive sponsorship and cross-functional alignment:** Engage C-suite and department leaders (clinical, operations, IT, marketing) to champion the initiative and allocate resources.
- **Invest in change management and training:** Involve frontline staff early, provide comprehensive training, create superusers, and communicate benefits to drive adoption and sustained engagement.

Other Relevant Commentary



"Vectramind has been very responsive. I have worked with them for a few years, and that has always been a consistent thing with them. Whatever we expected from them, they have delivered. They have been very accommodating of requests and changes as long as they are within the service level agreements of the contract. Vectramind has been very open about their integration and other capabilities." —Manager



"In terms of patient engagement, we have been able to improve our no-show rate without even integrating the system with our EHR. In terms of patients engaging with clinics and not just the call center, we have also seen an increase without EHR integration. Those were desired outcomes that we have been able to realize." —Director

Vectramind: Company Profile at a Glance

Founder

Dr. Murali Krishna Vakalapudi, MBBS

Year founded

2006

Headquarters

Dubai, UAE

Number of firstpass unified patient experience customers

6 (as of February 2026)

Number of total unique healthcare customers

42 (as of February 2026)

Number of employees

As of February 2026, 180+
(Vectramind Health: 70+; Vectramind Group: 110+)

Estimated revenue

For Vectramind Group, \$28M USD in 2025, estimated \$35M USD in 2026; for Vectramind Health, \$1.6M USD in 2025, estimated \$4M USD in 2026

Revenue model

On-premises deployment (clients pay for solution licenses, professional services, and annual maintenance), subscription model (clients pay a fixed monthly fee for the contract duration), hybrid model (combination of previous approaches)

Target customer

Small/midsize clinics, standalone hospitals, multihospital groups and nationwide networks



Healthcare Executive Interview

Dr. Murali Krishna Vakalapudi, MBBS

Founder & CEO of Vectramind Group

What is your background?

Physician by training, serial entrepreneur by choice—that is what best describes Dr. Murali Krishna Vakalapudi, MBBS. In 2006, he founded Vectramind—now operating from Dubai and India—and scaled it into a leading communications platform as a service (CPaaS) provider across the Middle East and North Africa, serving 800+ enterprise customers. He established Vectramind Technologies India as the Group's Global Capability Center (GCC) to accelerate product engineering and delivery worldwide. In 2021, he founded Vectramind Health with a clear mission: end the fragmentation of healthcare journeys and deliver a unified patient experience across the continuum of care.

Why was Vectramind started?

Vectramind was founded to apply technology toward meaningful, measurable impact. Dr. Murali envisioned building advanced platforms that enhance customer communications, improve interactions, and elevate experiences across industries—while creating high-quality employment in every territory the company serves and scaling that impact worldwide. The launch of Vectramind Health reflects a specific mission: to end fragmented healthcare journeys and provide a unified, AI-orchestrated digital front door that supports a better patient experience, reduces provider burnout, and drives ecosystem-level operational efficiency.

What is Vectramind's biggest differentiator?

Vectramind's biggest differentiator is our evolutionary DNA—an unwavering commitment to adapt and evolve. firstpass is built to address a core operational gap in healthcare; rather than adding more tools, organizations need a single, intelligent front door. firstpass unifies check-ins, patient flow, multichannel communication, and real-time operational intelligence so teams can act in the moment. In practice, this helps reduce staff workload, shorten wait times, and create a consistent unified patient experience across departments and sites. What sets Vectramind Health apart is the combination of deep clinical empathy, enterprise-grade communications DNA, and proven integration at scale, which is why customers routinely highlight our interoperability and responsiveness. In effect, firstpass replaces multiple point tools with one AI-native, workflows-first UPX platform. Over the next 12-18 months, the platform is progressing from AI-assisted to AI-native orchestration—predicting flow, preventing bottlenecks, and automating next-best actions.

Solution Technical Specifications Information provided by Vectramind

Application deployment model

On premises, cloud (Azure or equivalent), or hybrid architecture; deployment can be aligned with client security, compliance, and data residency requirements

Development platform

Java with Spring Boot, React-based front end, event-driven messaging, Redis caching layer, an enterprise SQL-based persistence layer, HL7/FHIR interoperability, Python-based AI/ML services, and Docker-based containerization

Database environment

MySQL, Microsoft SQL Server (MSSQL), PostgreSQL; database selection can be aligned with client infrastructure standards

Mobile application environment

Native iOS application, native Android application, live agent support, white-label patient application capability

Security platform

Application-level access controls, role-based access management (RBAC), TLS 1.2 / 1.3 encryption for data in transit, AES-256 encryption for data at rest, alignment with ISO and NIST cybersecurity principles, HIPAA-aligned architectural design

Confidentiality

BAA supported, HIPAA-aligned architecture; formal certification processes in progress

Data encryption

TLS 1.2/1.3 for secure communication, AES-256 encryption for stored data; encryption keys are managed according to industry best practices

Integration approach

HL7 (v2.6+), FHIR, enterprise integration engine for message routing, transformation, and orchestration

HITRUST certification

Certification status in progress

AI

Yes, the platform includes AI agent capabilities developed using Azure AI Foundry SDK and Python-based predictive analytics models. AI services are integrated through secured APIs within the microservices architecture.

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 6+ unique organizations are considered fully rated. When the sample size is less than 6, the data is considered limited and marked with an asterisk (*). If the sample size is less than 3, no score is shown. Note that data marked as limited has the potential to change significantly as additional surveys are collected.

Vectramind firstpass Performance Overview

All standard software performance indicators

Overall performance score (100-point scale) (n=5)

2026 Best in KLAS software average: 81.1



Loyalty

Likely to recommend (1-9 scale)	(n=5)	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=5)	100%*

Operations

Quality of training (1-9 scale)	(n=5)	B-*
---------------------------------	-------	-----

Product

Delivery of new technology (1-9 scale)	(n=4)	A-*
Product has needed functionality (1-9 scale)	(n=5)	B+*

Relationship

Executive involvement (1-9 scale)	(n=5)	A*
Quality of phone/web support (1-9 scale)	(n=5)	A*

Value

Avoids charging for every little thing Percentage of respondents who answered yes	(n=5)	80%*
Money's worth (1-9 scale)	(n=5)	B+*

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	

*Limited data

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.

Copyright Infringement Warning

This report and its contents are copyright-protected works and are intended solely for your organization. Any other organization, consultant, investment company, or vendor enabling or obtaining unauthorized access to this report will be liable for all damages associated with copyright infringement, which may include the full price of the report and/or attorney fees. For information regarding your specific obligations, please refer to engage.klasresearch.com/data-use-policy.

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
Everton Santos

everton.santos@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

Cover image: © bnenin / Adobe Stock