



First Look

Ringo VMS 2025

Reducing Inefficiencies & Minimizing Costs Through
Centralized Workforce Optimization



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Why This First Look?

Managing locum tenens staffing can be challenging for healthcare organizations due to manual processes, lack of spend transparency, and complicated agency relationships. Vendors that provide staffing (e.g., staffing agencies) also encounter struggles as they try to meet sales and efficiency goals. Ringo seeks to help both customer parties through their vendor management system (VMS), a vendor-neutral platform intended to centralize locum tenens staffing management, streamline invoicing, and enhance reporting. This report explores the experience of healthcare organization customers and vendor customers who have adopted Ringo VMS.

What Does Ringo VMS Do?

(a customer explains)

"Ringo VMS has centralized communication with all our locums tenens agencies, ensuring consistent messaging across the many agencies we work with. This has reduced the workload for our contingent staffing team, which previously relied on one person managing multiple platforms to keep information straight." —Manager at healthcare organization

"Hospitals or groups use Ringo's platform to streamline their process for getting candidates. The hospitals still respond and have to communicate with multiple vendors, but the system puts everything in one area. It houses presentations, documents, start and end dates, confirmations, and everything all the way to invoicing." —Vendor customer

Bottom Line

Respondents value Ringo VMS' substantial operational efficiencies, citing streamlined workflows, consolidated invoicing, and real-time analytics. These efficiencies have led to reduced administrative workload, increased transparency, and delivered measurable cost savings. Respondents also appreciate Ringo's responsiveness and strong customer support and highlight the solution's adaptability and ease of use. Mentioned challenges include rocky implementations, workflow bugs, and lingering inefficiencies.

Top Reasons Selected

Exceptional customer service, strong reporting/ analytics, value alignment, willingness to configure, streamlined processes/invoicing, relationships with healthcare organizations/ vendors, client-centered communication

of Customers Interviewed by KLAS

14 individuals from 12 organizations (Ringo shared a list of 83 unique organizations [6 healthcare organizations and 77 vendor customers]; the list represents 100% of the customers that are eligible for inclusion in this study)

Survey Respondents—by Organization Type

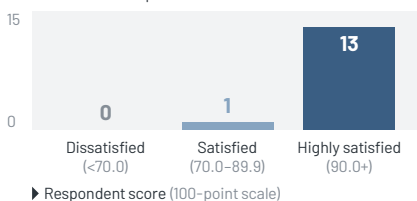


Ringo VMS Customer Experience: An Initial Look

Distribution of Overall Performance Score

Based on individual respondents, not unique organizations

▼ # of individual respondents



Key Performance Indicators

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend
A+** (n=5)	B* (n=10)	A+* (n=10)	A+* (n=10)
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
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
F = <5.22			

*Limited data

**Emerging data

Would you buy again? (n=8)

Percentage of respondents who answered yes



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

Outcomes Expected by Customers

- ✓ Achieved
 - ★ Unexpected outcome
 - ⏸ Pending
 - ✗ Not achieved
- ✓ Centralized communication with agencies
 - ✓ Improved reporting and transparency
 - ✓ Increased cost savings, efficiency, and spend tracking
 - ✓ Increased volume of qualified candidates provided
 - ✓ Streamlined invoicing process
 - ⏸ Increased number of sales

Adoption of Key Functionality

Percentage of interviewed organizations using functionality

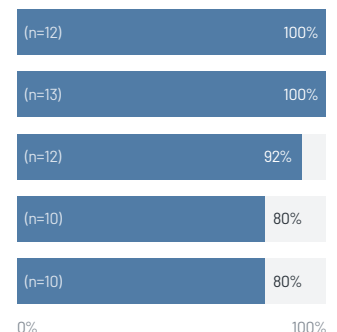
Time-capture and consolidated invoicing: Streamlines timekeeping with electronic timesheets and automated approvals; audited, client-approved invoices are consolidated into one bill, simplifying reconciliation and enabling quick supplier payments

Vendor-neutral VMS: Drives unbiased supplier management, healthy competition, and faster time-to-fill options; supports workforce management, internal resource pools, hybrid models, workflows, and cost control

Vitals dashboard: Tracks requisitions, workflow activity, candidate progress, and spend; exports via Flex Reporting and acts on users' tasks to turn data into action

Onboarding module: Standardizes credentialing by division, location, and role; tracks real-time progress and alerts users on expiring credentials to reduce admin work and strengthen compliance

System-generated offers and econfirmation: Issues system-generated offers; after econfirmation, only approved services and rates are billable, preventing off-contract charges, increasing accountability, and strengthening compliance



Time to See Outcomes

- Immediately
- Within 6 months
- 6-12 months
- Over 12 months
- No outcomes yet



Strengths

Streamlined invoicing, robust reporting, and ease of use



"The reporting in Ringo VMS is very strong, and the platform itself is easy to use. Another major strength is invoicing. Instead of getting thousands of separate invoices, we now receive one consolidated invoice. Even when that invoice covers millions of dollars, it is simple for our A/P team to review and understand. That combination of strong reporting, ease of use, and streamlined invoicing is Ringo's biggest strength." —Manager at healthcare organization

Responsive customer service that meets customer needs



"Ringo's customer service is the best of any vendor I have ever worked with. Ringo is really good at listening to what we need and then giving that to us. If we need different data points or need things built into the system, Ringo will do that. Ringo has been very responsive and attentive to our needs and wants." —Analyst/coordinator at healthcare organization

Time savings and efficiency gains for vendors, particularly with sales



"The strengths for Ringo would be open communication, fast feedback, a streamlined hiring process, quick invoicing, and quick time-sheet approvals. For us, the strength is having access to a large number of jobs at once instead of having to individually go out and try to get new direct contracts with hospitals or anesthesia groups. The system saves everyone time. It is more efficient." —Vendor customer

Opportunities

Frustrating workflow inefficiencies surrounding job candidate processes



"If I have somebody pending at a job or an offer and the job closes for some reason, the system automatically rejects my candidate. I have to go through the whole process again; I can't just reactivate that candidate in that position to put them back at the offer stage. Making me start over at the beginning doesn't make sense because the process is time-consuming." —Vendor customer

Lack of consistent delivery at implementation; upgrades that have bugs



"Our rollout of Ringo VMS was terrible and wasn't smooth. Every time the vendor has rolled something out for us and said that things were ready for us, those things were not ready, and there were issues with them. The vendor has been phenomenal about fixing things, but every system upgrade has had issues, and we have had to backtrack. We have a lot of tickets open with the vendor now. I am a bit frustrated, but things are getting better." —Analyst/coordinator at healthcare organization

Need for internal knowledge base articles and enhanced training



"We would like more readily available end-user job aids in Ringo. For example, I want to be able to search internal knowledge base articles whenever I have questions, such as how to approve things in Ringo or what to do if I don't agree with something. I believe Ringo is already working on that." —Vendor customer

Points to Ponder

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

Customers explain

Bring clear pain points to the table for tailored solutions: *"My advice for a customer implementing Ringo VMS would be to clearly identify their pain points and bring them to the table. Ringo is good at helping find solutions, and if they don't already have one, they will work with the customer to see whether they can create it."* —Manager at healthcare organization

Leverage Ringo's willingness to collaborate and adapt: *"Someone implementing Ringo VMS needs to be very open-minded and collaborative. They should schedule regular meetings to touch base on making sure process implementation is occurring. They should be clear with what they want, and Ringo will work with them. Ringo is one of the most customer service-oriented companies I have had the pleasure of working with in the healthcare industry."* —Manager at healthcare organization

Take advantage of strong training and support: *"Ringo does a great job of training everyone. They train hundreds of our practice admins on how to use the dashboard for approving invoices and the presentations that go through the dashboard. They trained all our agencies as well, so the agencies know how to use it and present through it. The training was pretty seamless. We didn't have to deal with any of that. If people needed follow-up, the vendor was available to jump on a call with them and help them through it."* —Manager at healthcare organization

Ensure a detail-oriented implementation: *"Someone implementing Ringo's system should be very detail oriented. If they are doing the implementation for locums tenens, they should make sure that they have everything in there, like their guarantees, the exact shifts, vacations, and background information."* —Manager at healthcare organization

Ringo explains

- Appoint a senior sponsor to champion the program and drive adoption across teams.
- Deliver accurate client data to build tailored workflows that support role-based access, approval hierarchies, location-specific credentialing, and reporting accuracy.
- Establish clear program goals, KPIs, and SLAs that align with key priorities, and define measurable metrics (such as cost savings, time-to-fill, and quality of hire) to guide performance and drive continuous improvement.
- Engage in joint accountability and open dialogue by participating in regular operational and strategic reviews with the Ringo team.
- Create a structured oversight model by forming a steering committee and participating in strategic check-ins.

Other Relevant Commentary



"The system has streamlined invoicing. Our A/P team went from reviewing and processing thousands of invoices last year to reviewing one invoice a week. This has significantly reduced their workload and freed up time. Overall, the system has improved accuracy, sped up invoicing turnaround, reduced delays, and delivered value across multiple departments by centralizing communication, simplifying processes, and driving consistency." —Manager at healthcare organization



"We work very closely with them. They are great to work with. They are very helpful. The people that work for Ringo are their main strength. Their technology has come far from what it was initially. Continuous improvement is a strength." —Vendor customer

Ringo: Company Profile at a Glance

Founder

Keith Banks

Year founded

2001

Headquarters

Melville, NY

Key competitors

AHSG, AMN Healthcare, Aya Healthcare, CHG Healthcare, Jackson Healthcare

Number of Ringo VMS customers

88

Number of employees

27

Estimated revenue

Ringo is privately held and does not disclose financials, but Ringo manages \$275M in spend under management annually through our VMS.

Revenue model

Ringo operates on a supplier-funded pricing model, meaning our platform and services are funded by existing staffing partners, not the healthcare organizations. We have a low-risk, high-return partnership that gives organizations immediate access to workforce optimization tools, measurable savings, and strategic insights, without tapping into their operating budget.

Target customer

Hospital and healthcare systems, physician and contract management groups, and agencies in search of technology to facilitate offerings for their healthcare clients



Healthcare Executive Interview

Keith Banks,
CEO

What is your background?

A respected leader in the staffing industry with over 30 years of experience, Banks has held leadership roles across talent acquisition, workforce solutions, and contingent staffing. In 2001, he co-founded Ringo, offering a cloud-based VMS that transformed temporary staffing through innovation, efficiency, and cost savings. Ringo has received multiple Long Island Technology Awards and serves over 1,000 active users. Banks is also deeply committed to philanthropy, leading Ringo's give-back program and supporting causes like St. Jude and Huntington's Disease research. He is active in Young President's Organization and has served on several nonprofit and industry boards.

Why was Ringo started?

Ringo started as a hospital billing tool back in 2001. From day one, we have focused on solving operational challenges for healthcare organizations. Over time, we listened closely to the needs of our clients, particularly around the growing complexity of managing contract labor and vendor relationships. We recognized that traditional staffing models weren't keeping up with the pace and complexity of today's workforce demands, especially in healthcare staffing. That led to the launch of NextGen VMS in 2020, which was built specifically to address those challenges through purpose-built design to transform and simplify workforce management from requisition to check.

What is Ringo's biggest differentiator?

Ringo's biggest differentiator is that we offer a truly vendor-neutral platform. We don't compete with staffing agencies, allowing us to focus entirely on optimizing vendor performance, compliance, and cost control. Built specifically for healthcare, Ringo VMS combines automation, configurability, and transparency to streamline every step of the contingent workforce life cycle. From system-generated offers and credential tracking to invoice auditing and consolidated billing, Ringo VMS delivers end-to-end efficiency without requiring capital outlay, empowering healthcare organizations to maintain control, reduce risk, and scale their staffing programs with confidence.

Solution Technical Specifications Information provided by Ringo

Cloud environment

AWS

Development platform

.NET Core, Node.js, Javascript, ReactJS

Database environment

PostgreSQL

Mobile application environment

Browser based, responsive design

Security platform

ISO 27001, NIST

Confidentiality

NDA and technical controls (e.g., access control, encryption, data masking/obfuscation)

Data encryption

AES 256, TLS 1.2

Integration approach

Standard schema, file exchange, APIs

HITRUST certification

No; Ringo does not handle PHI, so this is not needed

AI

Currently building AI foundation and targeting feature integration in 2026

Report Information

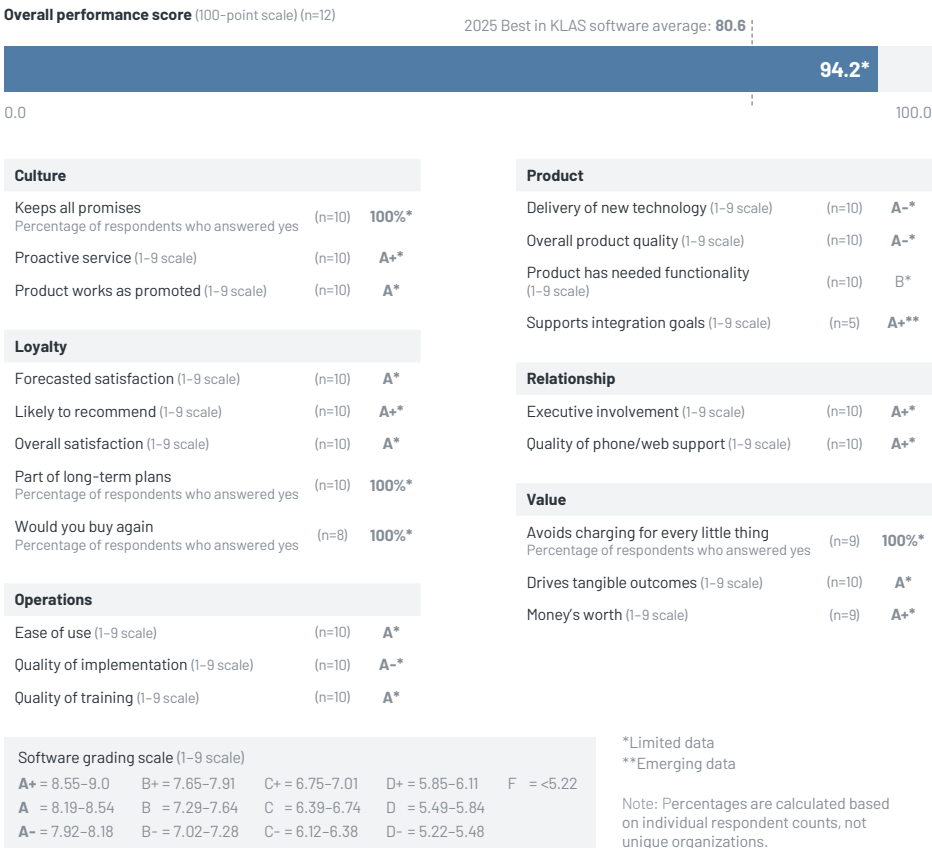
Sample Sizes

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.

Ringo VMS Performance Overview

All standard software performance indicators



LEAD AUTHOR
Kaleb Harris
kaleb.harris@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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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.