Bitfocus vs. HIFIS

See How They Stack Up

Clarity Human Services by Bitfocus	VS	HIFIS by the Government of Canada
✔ Clean, upgraded interface ✔ Intuitive workflow from intake to reporting and beyond ✔ Help Center and Help Widget so you can get answers fast	**User Experience**	✘ Dated, inconsistent interface ✘ Navigation can be hard to follow ✘ Highly modular, so every update costs more clicks
✔ Works on any device, anywhere there's internet ✔ Integrated with ArcGIS to help you find clients and measure success ✔ Enhances care coordination and front-line collaboration	**Outreach**	✘ Inadequate mapping for unsheltered homelessness (uses Google Maps address verification) ✘ Limited mobile-friendliness for fieldwork ✘ Fewer encampment resolution tools, so data can feel disjointed
✔ Protected by Canadian federal privacy laws ✔ PIPEDA aligned and SOC-2 certified ✔ Keeps pace with changing reporting requirements	**Data & Security**	✘ Not cloud-based by default ✘ Security levels can vary by instance ✘ Patches are not vendor-managed and may be pushed manually
✔ Consistent upgrades based on community feedback ✔ Flexible and customizable to meet your needs ✔ Proactive innovation, in partnership with CAEH, Community Solutions, and BFZ-C	**Innovation**	✘ Updates are typically implemented separately for each community ✘ No public-facing product roadmap ✘ Direction guided by a National HIFIS Working Group
✔ Easy onboarding and system set-up ✔ Ongoing support and guidance ✔ Access to community Slack channel, hands-on workshops, free webinars, and more	**Customer Experience**	✘ Support quality varies by community ✘ Technical guidance depends on local IT capacity ✘ Admin and project expertise may need to be purchased separately

Bitfocus

Bitfocus vs. Competition

See how Clarity compares to other Canadian homelessness response platforms

Clarity Human Services by Bitfocus	VS	Competition ServicePoint, ETO, SMIS, and more
✔ Clean, upgraded interface ✔ Intuitive workflow from intake to reporting and beyond ✔ Help Center and Help Widget so you can get answers fast	**User Experience**	✘ Interfaces can feel tab-heavy or cluttered ✘ Customization often relies on admin expertise or vendor support ✘ Many everyday tasks take more steps
✔ Works on any device, anywhere there's internet ✔ Integrated with GIS to help you find clients and measure success ✔ Enhances care coordination and front-line collaboration	**Outreach**	✘ Outreach-specific tools are limited or not built-in ✘ Reduced emphasis on geospatial mapping ✘ Inconsistent mobile support for fieldwork
✔ Protected by Canadian federal privacy laws ✔ PIPEDA aligned and SOC-2 certified ✔ Keeps pace with changing reporting requirements	**Data & Security**	✘ Security approaches vary by hosting model ✘ Certification coverage is not guaranteed across vendors ✘ Reporting often needs extra setup beyond standard reports
✔ Consistent upgrades based on community feedback ✔ Flexible and customizable to meet your needs ✔ Proactive innovation, in partnership with CAEH, Community Solutions, and BFZ-C	**Innovation**	✘ Client-facing portals are limited or absent ✘ Coordinated access updates require more community involvement ✘ Integrations can take extra setup effort
✔ Easy onboarding and system set-up ✔ Ongoing support and guidance ✔ Access to community Slack channel, hands-on workshops, free webinars, and more	**Customer Experience**	✘ Less hands-on vendor support for migrations ✘ Limited training for set-up, reporting, and local customization ✘ Referral and duplicate record cleanup can be more hands-on

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