

The Diver Solution Tops KLAS Rankings Once Again

Rated #1 Enterprise Business Intelligence Platform
for Third Year in a Row

Highlights

Dimensional Insight's The Diver Solution™ was ranked the #1 healthcare enterprise business intelligence (BI) platform in the KLAS 2012 Business Intelligence: Influencing Change report. The report, created by KLAS Research, the leading independent researcher of healthcare IT vendor performance, was compiled using feedback from hundreds of healthcare provider organizations. This is the third year in a row that The Diver Solution was rated #1 by KLAS in business intelligence¹.

The Diver Solution topped all other enterprise BI platforms with the overall strength of its BI reporting and query functionality. According to KLAS, "Dimensional Insight's strong combination of functionality, scalability, and ease of use has helped contribute to their number-one provider performance and satisfaction ranking among enterprise BI vendors."

Providers gave Dimensional Insight the highest ratings in these key performance indicator (KPI) categories:

- Money's worth
- Overall product quality
- Delivery of new technology (tie)
- Quality of support

Dimensional Insight was also singled out in the enterprise BI platform market segment for its ability to influence change within healthcare provider organizations through information dissemination and spurring BI end-user adoption. Dimensional Insight took enterprise BI platform top honors in driving changes with both product capabilities and service relationships. Multiple customers reported significant clinical quality improvements due to the quality of DI's consulting and support staff.

Provider Commentary

"The biggest impact The Diver Solution has had is that it has been a key factor in our ability to morph into a data-driven company."

"The Diver Solution has a very granular and powerful ability to manipulate data in many ways."

"With The Diver Solution, we can get data out to people at different management levels pretty easily. Once we do the build work, people don't have to come back to IT for reports or different views of things."

"We spent over a year trying to use other tools to figure out how to take snapshots of what our equipment scheduling was going to look like. ... The Diver Solution is the first tool that has allowed us to do that."

"We have some exciting things going on with length of stay and with our clinical documentation. ... We use The Diver Solution to help link several things together. ... So far, our length-of-stay numbers are down 12%-15%."

KLAS 2012 Business Intelligence: Influencing Change Report
Enterprise BI Platform Vendor/Product Rankings

RANK	BUSINESS INTELLIGENCE VENDOR	PERFORMANCE SCORE	1-YEAR TREND
1	Dimensional Insight The Diver Solution	89.1	
2	QlikTech QlikView	86.1	
3	McKesson Performance Analytics	77.8	
4	Information Builders WebFOCUS	77.4	
5	IBM Cognos Business Intelligence	75.0	
6	SAP BusinessObjects Business Intelligence	69.8	

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¹ KLAS 2010 Enterprise Business Intelligence: Does Shopping Outside of Healthcare Pay Off? and KLAS 2011 Business Intelligence: Making Cents of Performance Reports.

KLAS 2012 Business Intelligence: Influencing Change Report
 Figure 65: Side-by-Side Comparison - BI Vendor Performance

	Dimensional Insight	IBM	Information Builders	McKesson	QlikTech	SAP
Sales & Contracting						
Contracting Experience	8.4	6.3	6.2	7.0	7.4	5.9
Product Works as Promoted	8.5	7.5	6.9	7.5	8.1	6.9
Money's Worth	8.5	6.6	7.7	7.3	8.1	6.2
Avoids Nickel-and-Diming	84%	67%	77%	70%	85%	90%
Implementation & Training						
Quality of Implementation	8.1	6.4	6.7	6.5	8.0	5.8
Implementation On Time	8.5	7.8	6.3	6.7	8.4	6.1
Quality of Training	8.0	6.9	7.0	6.8	7.3	6.4
Functionality & Upgrades						
Overall Product Quality	8.4	7.4	7.4	7.3	8.2	6.6
Delivery of New Technology	8.3	7.2	6.7	6.8	8.3	6.4
Ease of Use	8.2	7.0	7.1	7.2	8.3	6.4
Product Response Time	8.2	6.7	7.6	7.3	8.2	6.8
Supports Integration Goals	8.3	7.1	7.1	7.4	7.3	6.5
Product Has Needed Functionality	81%	59%	75%	63%	79%	61%
Service & Support						
Quality of Phone/Web Support	8.0	6.4	7.5	7.4	7.5	5.8
Proactive Service	7.6	6.2	7.1	6.7	7.1	5.0
Executive Involvement	7.7	5.9	6.5	6.9	6.9	5.4
Lives Up to Expectations	8.2	7.1	7.0	7.3	8.1	6.3
Keeps Promises	96%	90%	93%	89%	100%	87%
General						
Overall Communication	8.0	6.5	7.2	7.5	7.1	5.5
Recommend to a Peer/Friend	8.4	7.3	7.4	7.4	8.2	6.3
Overall Satisfaction	8.3	7.0	7.2	7.2	7.9	6.3
Forecasted Overall Satisfaction	8.3	7.3	7.6	7.5	8.2	6.5
Part of Long-Term Plans	96%	96%	83%	89%	87%	91%
Would You Buy this Again	96%	78%	82%	85%	96%	85%
Ranked Client's Best Vendor	40%	7%	8%	19%	44%	13%

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About Dimensional Insight

Dimensional Insight, Inc. is a leading provider of business intelligence (BI) solutions with our BI platform and family of purpose-built applications. Our data integration, modeling, reporting capabilities, analytics, portals, dashboards, and applications empower users throughout the enterprise to make timely,

data-driven decisions. Thousands of worldwide customers choose Dimensional Insight solutions for flexibility, ease of integration, and rapid time-to-value. Dimensional Insight consistently ranks as a top performing BI vendor in customer satisfaction.



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About KLAS

KLAS Enterprises, LLC is an independent technology research firm that compiles annual ratings of healthcare IT vendor performance from healthcare executives, managers, and clinicians from over 4,500 hospitals and 2,500 clinics to inform providers' technology selections.