

Dimensional Insight Again Tops 2012 KLAS Rankings in Business Intelligence/Reporting

Brief

Dimensional Insight's business intelligence platform, The Diver Solution™, was awarded the prestigious "Best in KLAS" designation for Business Intelligence/Reporting in the 2012 Best in KLAS Awards: Software & Services report.

This marks the fourth consecutive year Diver has been named Best in KLAS, reflecting Dimensional Insight's industry leadership in delivering superior product technology, service, and customer value based on healthcare provider feedback.

Dimensional Insight's overall score of 89.9 was the highest rating in the Business Intelligence/Reporting Current Products segment of the 2012 Best in KLAS report.

Of the Dimensional Insight customers surveyed, 96% said they would buy business intelligence software and services from Dimensional Insight again.

The Diver Solution is an end-to-end business intelligence (BI) platform, providing all of the components needed to implement and deploy actionable, role-based BI across an organization.

The flexibility inherent in Diver's architecture allows hospitals to implement business intelligence initiatives faster and more cost effectively than traditional BI solutions. Hospitals create dashboards, scorecards, and interactive reports, and use Diver's analytical tools to tackle clinical, quality, productivity, and revenue cycle challenges.

2012 Best in KLAS Awards – Software & Services for Business Intelligence/Reporting

Rank	Previous Rank	Vendor/Product	Overall Score	Rating % Change	Konfidence Level	Disclosure Level	Buy Again	Product Quality Rating
Current Products³								
1	1	Dimensional Insight The Diver Solution	89.9	2%	✓✓	Full	96%	8.4
2	NA	QlikTech QlikView	85.5	-6%	✓✓	Full	96%	8.1
3	3	McKesson Perf. Analytics (formerly Horizon Bus. Insight)	77.6	+2%	✓✓✓	Full	85%	7.3
4	2	Information Builders WebFOCUS	77.1	-4%	✓	Full	82%	7.4
5	4	IBM Cognos	74.9	-1%	✓✓	None	79%	7.4
6	5	SAP BusinessObjects Business Intelligence	69.8	-3%	✓✓✓	Limited	85%	6.6

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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%."

Source: KLAS 2012 Business Intelligence: Influencing Change Report.

Diver Repeats as Top Enterprise Business Intelligence Solution

Dimensional Insight also garnered the #1 healthcare enterprise business intelligence platform ranking in the November 2012 KLAS Business Intelligence: Influencing Change report. This is the 3rd year KLAS has published BI Performance Rankings – and for the third consecutive year – Dimensional Insight has taken home the top spot.

Diver outscored competitors including QlikTech, McKesson, Information Builders, IBM Cognos, and SAP BusinessObjects. The report was compiled using direct feedback from hundreds of healthcare provider organizations, and ranked vendors based on product scope, functionality, and business benefits derived.

*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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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 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 also 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.

“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.” KLAS 2012 Business Intelligence: Influencing Change Report.

*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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Drive Performance with The Diver Solution

For over twenty years, Dimensional Insight has worked with hospitals across the country, creating and refining a business intelligence solution uniquely suited to healthcare industry needs.

Diver's robust integration tools harness data from disparate sources-both internal and external-to provide a complete picture of performance. Along with health information systems and clinical data repositories, Diver incorporates data from department systems, general ledger and cost accounting systems, patient satisfaction data, and peer review data-sources other solutions can't easily integrate.

Visually intuitive dashboards let administrators get an immediate picture of key performance indicators for just-in-time decision making. Users have the ability to easily identify trends and exceptions within the data, and can drill down to further analyze outliers and get to their root causes. Automated reporting tools instantly get necessary information to key stakeholders.

Diver's advanced analytical tools uncover the story trapped in the data. Clients can slice and dice their data however they wish, gaining unique perspectives by focusing on metrics such as length of stay, cost of procedure, or readmission rates and drilling down to find the underlying details that will help drive improvements.



Bring your data together for a consolidated view of performance.

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.



About KLAS

KLAS is a research firm on a global mission to improve healthcare delivery by enabling providers to be heard and to be counted. Working with thousands of healthcare executives and clinicians, KLAS gathers data on software, services, medical equipment, and infrastructure systems to deliver timely reports, trends, and statistical overviews. The research directly represents the provider voice and acts as a catalyst for improving vendor performance. For more information, go to www.KLASresearch.com.



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