



# Product Summary 2022

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## Sensato Cybersecurity Solutions

## Promotional Use

# KLAS Performance Report

The insights contained in this report are a compilation of data gathered from interviews with healthcare providers and represents a snapshot in time of information in the KLAS database. The data represents opinions of providers and does not represent the opinion of KLAS. The information is intended solely as a catalyst for a more meaningful and effective investigation of healthcare technology on an organization's part and is not intended nor should it be used to replace an organization's due diligence.

This promotional use report allows vendors to share product performance ratings with healthcare providers. It allows the individual generating the report to share product comparisons of their choosing. KLAS recommends that providers visit [KLASresearch.com](https://KLASresearch.com) to access current research or to see the rest of the market segment by creating an account. Contact KLAS via email at [info@KLASresearch.com](mailto:info@KLASresearch.com) for assistance with any questions you or your organization may have regarding this report, market segment, or KLAS in general.

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## Who We Are.

KLAS is a research firm on a global mission to improve healthcare delivery by enabling providers to be heard. By working with thousands of healthcare executives and clinicians, KLAS gathers data on software, services and medical equipment to deliver timely reports, trending data, and statistical overviews about the healthcare industry. The research directly represents the provider voice and acts as a catalyst for improving vendor performance. Founded in 1996, KLAS has been providing transparency to the healthcare industry for over 20 years.

## What We Do.

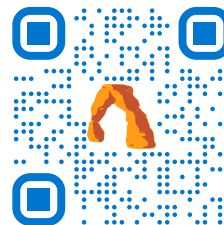
KLAS utilizes two methods to collect performance data. The first is a series of direct product/vendor evaluations completed by healthcare provider organizations. Second, KLAS performs in-depth, confidential interviews with healthcare providers and payers to gather valuable insight into specific strengths, weaknesses and future expectations for each product. From these two sources, readers may gain valuable insights into how a vendor or product is performing.

## Data Level Exceptions

- L** Limited data, typically early trending data
- ⊘** Scarce Data, we have currently only gathered very little on this product. This may be an indication of low market presence, or it is in early stages of receiving ratings with KLAS. Due to the probable fluctuation in score as we collect more data we are not confident in displaying any metrics at this time.

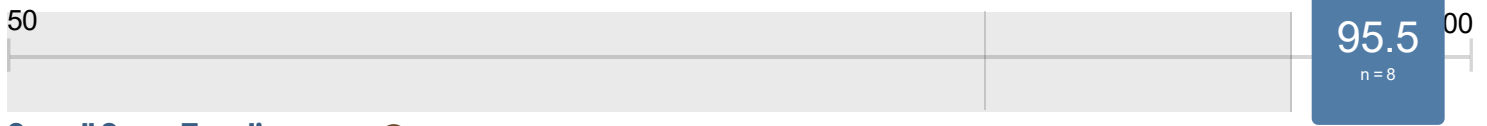
**KLAS is on a mission to improve healthcare. We share our insights and data with healthcare professionals at no cost. Learn more at:**

**<https://KLASresearch.com>**

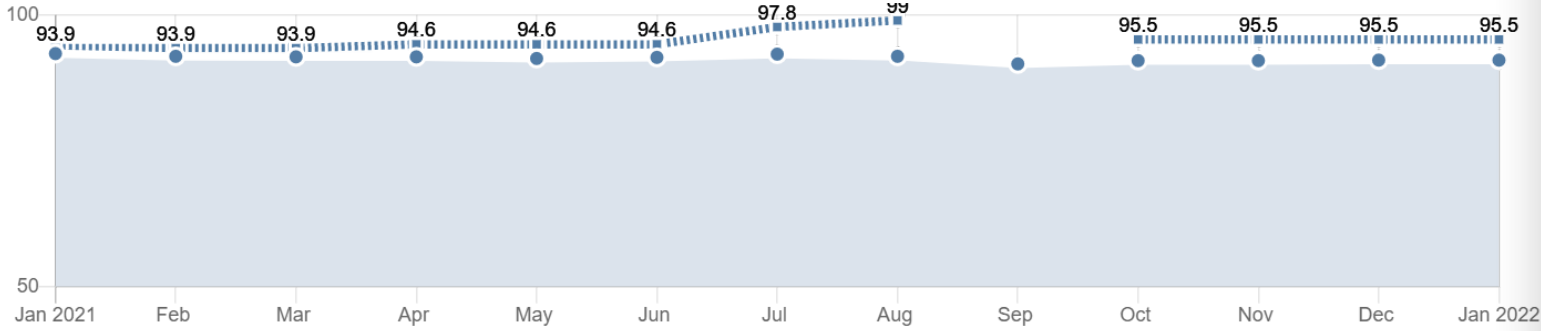


**Overall Score** ?

Average for Healthcare IoT Security **91.6**



**Overall Score Trending (1 Year)** ? Software Average for KLAS Rated Products **81.2**



**2021**

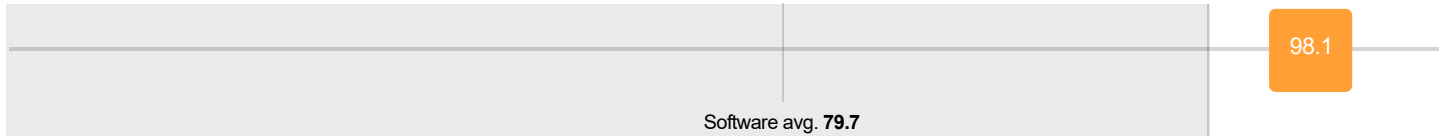
**2022**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Seg. Avg	92.9	92.4	92.3	92.3	92.0	92.2	92.8	92.4	91.0	91.6	91.6	91.7	91.7
SENSATO	93.9	93.9	93.9	94.6	94.6	94.6	97.8	99.0	0.0	95.5	95.5	95.5	95.5



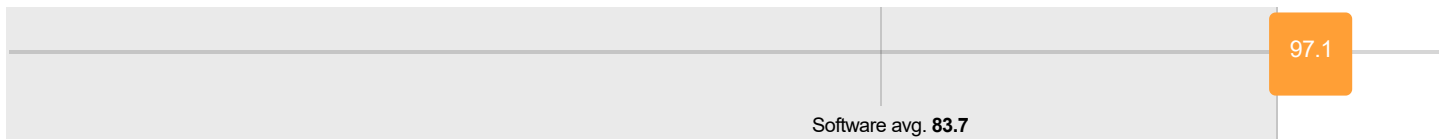
## Score Breakdown (1 Year) ?

### Culture



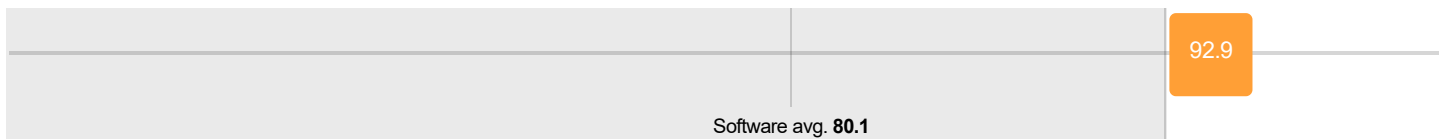
Limited Data ( ■ 98.1 (Sensato Cybersecurity Solutions) )

### Loyalty



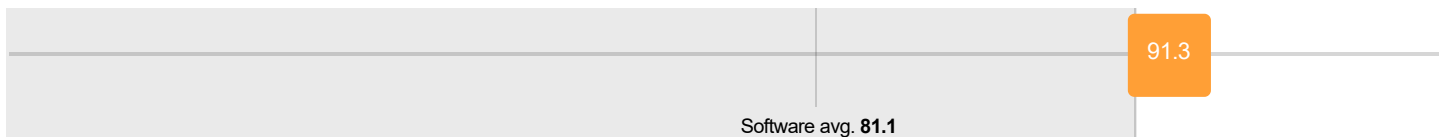
Limited Data ( ■ 97.1 (Sensato Cybersecurity Solutions) )

### Operations



Limited Data ( ■ 92.9 (Sensato Cybersecurity Solutions) )

### Product



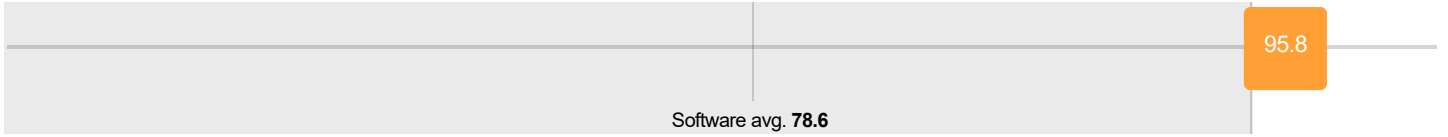
Limited Data ( ■ 91.3 (Sensato Cybersecurity Solutions) )

### Relationship



Limited Data ( 99.3 (Sensato Cybersecurity Solutions) )

 Value



Limited Data ( 95.8 (Sensato Cybersecurity Solutions) )

Sensato Cybersecurity Solutions Sensato Cybersecurity Solutions [R]

81 %

3 %

17 %

## Sensato Cybersecurity Solutions Sensato Cybersecurity Solutions [R]

### Relationship



CIO

Relationship

Working with Sensato Cybersecurity Solutions has been great. We feel very confident. It is a good feeling to have that kind of partner working with us. One of their executives gives us a lot of their expertise directly with any issue that we need help with. They are constantly monitoring our network and our hosts for any kind of intrusion detection. So if they see something, they notify us, and we can look at it. We didn't have that before.

★★★★★ | ★★★★★

Oct 2021



CIO

Relationship

The vendor is fantastic. I get the opportunity to work with the executives quite a bit. The higher-ups are very active and involved in what is going on with the product and activities within the company. That is great. We have established a routine meeting cadence with some of the management folks. As events come up related to the alerts and activities, there is communication back and forth. The vendor is really good about helping us stay on track. Cybersecurity really needs to remain a priority, so the vendor helps us keep the priority there.

★★★★★ | ★★★★★

Oct 2021



CIO

Relationship

I am extremely happy with the vendor's software and support. I would hate to be without Sensato Cybersecurity Solutions, especially during these times. The system works really well, and we have no problems with integration. The implementation went very well. The executive involvement is also really good; we get emails from the CEO.

★★★★★ | ★★★★★

Aug 2021

## Sensato Cybersecurity Solutions Sensato Cybersecurity Solutions [R]

### Service and Support



CIO

Service and Support

We meet with the vendor frequently to go over issues, alerts, alarms, overhauls, and anything else that involves our processes. Our organization uses a lot of vendors, and none of them have customer service that is as good as Sensato Cybersecurity Solutions'. Sensato Cybersecurity Solutions is the quintessential



example of how to do customer service. We need that service for our security area. We can't wait in a queue to get an answer. We have to get people right on things. Sensato Cybersecurity Solutions is always available. If we need help with anything or have any questions or alerts, then we can get an immediate response from the vendor.

★★★★★ | ★ | ★★★★★

Nov 2021



## CISO

Service and Support

The service is proactive. If I need to get ahold of somebody in management, there isn't an issue. Somebody will get back to me by the same day or the following day. The vendor proactively finds and reports things. I have no problem with the service.

★★★★★ | ★ | ★★★★★

Oct 2021



## CIO

Service and Support

The vendor monitors our network 24/7, and that is really nice. Their offering isn't just a piece of software that we can look at; they are always sending us different types of alerts depending on the levels of the alerts.

★★★★★ | ★ | ★★★★★

Aug 2021



## CIO

Service and Support

So far, we have been very happy with Sensato Cybersecurity Solutions. They pick up on things that we never would have seen without them. They are well ahead of us, and that is what we want. If there is something happening and we need to close up shop, then we want to do that as quickly as possible. The vendor gives us that opportunity. Without them, we wouldn't even be close. Cyber issues are intense right now, but the vendor keeps us informed of things. We are aware of the issues out there. The vendor makes direct recommendations of what we need to do to secure our network and things like that. They are straight and to the point. We don't have to sit down and figure out what they are saying. They give us instructions and tell us about potential issues that we might encounter. All of that is extremely beneficial. We appreciate that as we try to run around all our cyber events, especially considering how time consuming everything is.

★★★★★ | ★ | ★★★★★

Jul 2021



## Director

Service and Support

We have an assigned account manager, and we meet with them regularly to go through what tickets we have open, what is going on, and what they can help us with. But the vendor also makes it very personable where I can reach out and talk to the president of their company. I don't think some of the big players would want me calling and talking to their president.

★★★★★ | ★ | ★★★★★

Jul 2021



## CIO

Service and Support

Sensato Cybersecurity Solutions is very responsive. That is the one thing that we look for in a vendor. We want to know how quickly the vendor will answer the phone when we call. Even with emails or an open case online, Sensato Cybersecurity Solutions gets back to us quickly, especially if we mark an issue as



high priority. We have frequent meetings where we review the vendor's recommendations, and they answer any questions that we have. They are proactive. They tell us things before we are aware of them.

★★★★★ | ★★★★★

Jul 2021



## CIO

Service and Support

The vendor's executives go above and beyond as far as keeping us informed and actually involving themselves as needed. They are available, and they have actually been in touch with us on some serious issues. We also have an account manager who we deal with on a day-to-day basis. Sensato Cybersecurity Solutions keeps their promises. They chase after us instead of us chasing after them.

★★★★★ | ★★★★★

Jul 2021

## Sensato Cybersecurity Solutions Sensato Cybersecurity Solutions [R]

### Functionality and Upgrades



## CIO

Functionality and Upgrades

Sensato Cybersecurity Solutions' CEO used to be one of Allscripts' executives. That person has been in the healthcare area for a long time. MD-COP is currently the only viable solution for healthcare organizations. I don't know of any other solutions that have comprehensive, holistic views of healthcare.

★★★★★ | ★★★★★

Nov 2021



## CIO

Functionality and Upgrades

I have been really impressed with the system from Sensato Cybersecurity Solutions. It is a fantastic fit for a lot of community-based hospitals that are interested in looking at a cybersecurity program. I am very pleased.

★★★★★ | ★★★★★

Apr 2021

## Sensato Cybersecurity Solutions Sensato Cybersecurity Solutions [R]

### ROI / Cost (care and feeding)



## CIO

ROI / Cost (care and feeding)

The only measurable outcome with a cybersecurity solution is that we don't have a cyber incident, and we haven't had any to speak of since using the product.

★★★★★ | ★★★★★

Oct 2021



## CIO

ROI / Cost (care and feeding)





The system is integrated and has replaced several of our other third-party products and services. Instead of going to four different vendors, we are able to consolidate. The Sensato Cybersecurity Solutions system meets all our needs, and there are things that we need to continue to implement. The feature set keeps growing, and that is a great thing.

★★★★★ | ★★★★★

Oct 2021



## CIO

ROI / Cost (care and feeding)

I was able to use an assessment to get more executive buy-in and funding to do all the things we needed to do. The solution offers an easy way to show where we were, where we are now, and how we have made improvements. Our ROI with this solution is more tangible than the ROIs with products I have used in the past. We did a short presentation for our auditing firm on what we were doing with the Sensato Cybersecurity Solutions program and easily showed them the progress we were making through the NIST Cybersecurity Framework, and the firm told our board and finance committee that there wasn't a need for the firm to audit our cybersecurity program. That was pretty fantastic.

★★★★★ | ★★★★★

Oct 2021



## CIO

ROI / Cost (care and feeding)

The system is very valuable. We don't know what we don't know, so having this system to monitor our network is very important to us knowing our vulnerabilities and network security.

★★★★★ | ★★★★★

Aug 2021

## Sensato Cybersecurity Solutions Sensato Cybersecurity Solutions [R]

### Win/Loss - Why they were selected (by current clients)



## CIO

Win/Loss - Why they were selected (by current clients)

Sensato Cybersecurity Solutions only does the healthcare vertical, and that was key for me. We were looking at other solutions, but those vendors didn't have healthcare experience. I wanted an integrated, holistic solution that did everything so we could have a comprehensive solution for cybersecurity. I didn't find anybody else that could do that. There are a lot of people out there who think that they can take an off-the-shelf, industry-generic cybersecurity solution and make it work in healthcare. I don't know how they can have one solution for medical devices, one for IT, and one for IoT. We have to have a holistic solution, and Sensato Cybersecurity Solutions is the only vendor I know of that does that for just healthcare. Someone is not paying attention to what they need if they think they can go with a nonhealthcare solution in their organization.

★★★★★ | ★★★★★

Oct 2021



## Director

Win/Loss - Why they were selected (by current clients)

Part of what drew us to the vendor was that they focus specifically on healthcare, so they understand the unique challenges to healthcare. There are lots of other vendors out there, but they are not focused solely on healthcare, so I felt like this offering would help us drill down to what healthcare needs. Their price point was better than everybody else's out there. That is a big thing for a critical access hospital. We don't have a huge budget, so being able to save money and still get the same level of service is great for us.

★★★★★ | ★★★★★

Jul 2021



## Implementation and Training



CIO

Implementation and Training

The vendor has helped us establish a very robust cybersecurity program. We went from a high-tech HIPAA security framework to the NIST Cybersecurity Framework, which is fairly robust. A lot of the robustness has to do with the assessment the vendor assisted us with. They established a lot of security goals and projects based on that assessment. It was a really critical tool in helping us get buy-in from our board and executive team. Establishing a network for monitoring and detecting intrusions has been a big thing, and the process was painless.



Oct 2021



CIO

Implementation and Training

Our implementation of the solution was painless, and the vendor provided excellent training. They are very willing to integrate things.



Jul 2021



KLAS has accepted the mission of improving the world's healthcare by increasing transparency among HIT vendors. By shining a light on vendors, KLAS has placed themselves in a delicate position between vendors and providers. KLAS bridges the gap between the providers and vendors of the healthcare world in a delicate manner. The providers who give us feedback rely on us to accurately present their voice to vendors. They also trust that the data we publish for them is honest, accurate, and impartial. As such, all of our insights undergo multiple data quality checks. The information in this report is KLAS certified as accurate, honest and impartial.

