



DIMENSIONAL INSIGHT  
RANKED #1 FOR  
BUSINESS INTELLIGENCE  
& REPORTING FOR 2010



Dimensional Insight's The Diver Solution™ was ranked tops for Business Intelligence/Reporting in KLAS's "2010 Top 20 Best in KLAS Awards: Software & Services" report. [www.KLASresearch.com](http://www.KLASresearch.com)



DATA → INFORMATION → ACTION

FACED WITH AN ENVIRONMENT THAT IS QUICKLY CHANGING ON ACCOUNT OF SOCIAL, POLITICAL, AND ECONOMIC FORCES, HOSPITALS AND HEALTH SYSTEMS NEED TO DEVELOP TECHNOLOGY FOCUSED STRATEGIES TO SUCCESSFULLY MANAGE A NUMBER OF CRITICAL ISSUES — FROM RESPONDING TO THE IMPACT OF HEALTHCARE REFORM, TO LIMITING THE COST OF CARE WHILE IMPROVING QUALITY.

### DIMENSIONAL INSIGHT UNDERSTANDS THE COMPLEXITIES OF YOUR BUSINESS

With reimbursement levels tied back to a provider's performance on quality measures, gaining transparency into clinical data has a direct impact on a hospital's long-term financial viability. Typically, the need for better visibility into clinical, financial, and operational metrics is handled in part by turning to technology. As a result, hospitals and health systems have established a highly complex infrastructure that depends upon several best-of-breed systems to manage the day-to-day business of healthcare. While each health information system may perform exceptionally within its domain, healthcare organizations require a holistic view of overall performance that can only be achieved by combining data from these disparate sources systems — a daunting task ripe for the application of business intelligence technology.

Dimensional Insight is the leading provider of business intelligence and reporting technology for the healthcare industry. We understand the business of healthcare and the complex infrastructure that supports your daily operations — but our real value lies in our ability to understand the web of relationships that exist within your data and translate that understanding into an application that meets your specific information delivery needs.

THE DIVER SOLUTION'S HOSPITAL APPLICATIONS INCLUDE:

- QUALITY / OUTCOMES
- PATIENT SATISFACTION
- UTILIZATION
- PRODUCTIVITY
- DENIALS MANAGEMENT
- REVENUE CYCLE
- STAFFING / OVERTIME ANALYSIS
- DISEASE MANAGEMENT
- SERVICE LINE REPORTING
- SUPPLY CHAIN MANAGEMENT
- PHYSICIAN PERFORMANCE ADVISOR
- SURGERY / O.R. DASHBOARDS

## KLAS PERFORMANCE DATA

Figure 74: Side-by-Side Comparison – BI Vendor Performance:

	Dimensional Insight	IBM	Information Builders	McKesson	SAP	Software Average
<b>Sales &amp; Contracting</b>						
Contracting Experience	7.7	6.5	6.6	6.8	6.1	7.0
Product Works as Promoted	7.8	7.0	7.7	7.1	7.1	7.2
Money's Worth	8.1	6.8	7.8	7.5	6.8	7.3
Avoids Nickel-and-Diming	93%	81%	79%	86%	73%	77%
<b>Implementation &amp; Training</b>						
Quality of Implementation	7.3	6.6	6.7	7.3	6.3	7.1
Implementation On Time	7.8	6.8	7.9	7.4	7.2	7.4
Quality of Training	7.3	6.3	7.1	6.9	7.1	7.1
<b>Functionality &amp; Upgrades</b>						
Overall Product Quality	8.1	7.1	7.6	7.3	7.0	7.3
Delivery of New Technology	7.3	6.3	7.3	7.3	6.5	7.0
Ease of Use	7.6	6.3	7.3	7.4	6.4	7.2
Product Response Time	7.8	6.2	7.2	7.2	6.9	7.3
Supports Integration Goals	7.9	6.8	7.8	7.2	6.4	7.1
Product Has Needed Functionality	77%	81%	73%	35%	58%	56%
<b>Service &amp; Support</b>						
Quality of Phone/Web Support	7.2	6.1	7.8	7.2	5.7	7.2
Proactive Service	6.8	6.1	7.2	6.6	5.1	6.7
Executive Involvement	7.1	5.7	6.8	7.3	5.5	6.8
Lives Up to Expectations	7.8	6.5	7.4	7.3	6.7	7.1
Keeps Promises	96%	88%	79%	82%	81%	77%
<b>General</b>						
Overall Communication	7.5	6.7	7.3	8.1	5.8	7.1
Recommend to a Peer/Friend	7.5	7.1	7.4	7.8	6.1	7.1
Overall Satisfaction	8.0	6.4	7.7	7.6	6.8	7.2
Forecasted Overall Satisfaction	8.2	7.5	7.5	7.9	7.0	7.4
Part of Long-Term Plans	100%	100%	93%	98%	90%	88%
Would You Buy this Again	96%	88%	88%	87%	90%	84%
Ranked Client's Best Vendor	23%	7%	33%	18%	13%	31%

Note: The highest score for each indicator is highlighted in green; the lowest in red.

◀ IN A SIDE-BY-SIDE COMPARISON OF BI VENDOR PERFORMANCE, DIMENSIONAL INSIGHT'S "THE DIVER SOLUTION" WAS RATED #1 OR #2 IN EACH OF THE CATEGORIES EVALUATED BY KLAS FOR THE APRIL 2010 REPORT ENTITLED, "ENTERPRISE BUSINESS INTELLIGENCE: DOES SHOPPING OUTSIDE OF HEALTHCARE PAY OFF?"<sup>1</sup>

## Business Intelligence/Reporting

Systems designed to gather, analyze and report on clinical and financial performance data.

Rank	Previous Rank	Vendor/Product	Overall Score	Rating % Change	Konfidence Level	Disclosure Level	Buy Again	Product Quality Rating
<b>Current Products<sup>5</sup></b>								
1	1	Dimensional Insight The Diver Solution	85.8	-1%	✓✓	Full	96%	8.0
2	NA	Information Builders WebFOCUS	79.9	0%	✓	Full	89%	7.6
3	2	McKesson Horizon Business Insight	79.6	-1%	✓✓✓	Limited	93%	7.4
4	NA	IBM Cognos 8 Business Intelligence	77.6	+9%	✓	None	88%	7.6
5	3	SAP XI Data Analytics (Business Objects)	76.1	+6%	✓✓	Full	92%	7.3
NA	NA	Oracle Hyperion Planning and Essbase*	74.8	-2%	–	Limited	90%	7.3
<b>Component [C], Superseded [S], Not Primary [NP] or Regional [R] Products<sup>5</sup></b>								
NA	NA	Cerner Power Insight (Mainly Clinical) [C]	74.6	NA	✓	Majority	90%	6.7
NA	NA	Lawson Business Intelligence (Financial Only)* [C]	70.5	NA	–	None	64%	7.0
NA	NA	Sage Practice Analytics (Ambulatory) [C]	82.7	-2%	✓✓	Majority	96%	8.0

◀ DIMENSIONAL INSIGHT'S "THE DIVER SOLUTION" WAS RANKED TOPS FOR BUSINESS INTELLIGENCE/REPORTING IN KLAS'S "2010 TOP 20 BEST IN KLAS AWARDS: SOFTWARE & PROFESSIONAL SERVICES" REPORT.<sup>2</sup>

\*Preliminary scores do not meet KLAS' minimum konfidence level.

<sup>1</sup>Source: [www.KLASresearch.com](http://www.KLASresearch.com)

<sup>2</sup>Ibid.

## THE TOOLS YOU NEED TO DRIVE PERFORMANCE

Reduce time-to-information, automate the report generation process and establish a culture around data-driven decision-making that positively impacts performance. With Dimensional Insight's The Diver Solution™, users are given greater visibility into their data through the use of a common set of tools for viewing, analyzing and sharing information across the health system.



**POWERFUL DATA INTEGRATION** Providers are sitting on goldmines of data, but gaining actionable intelligence requires a systematic approach to extracting, consolidating and converting data into a streamlined format suitable for delivery to users. Dimensional Insight's The Diver Solution automates the data extraction and transformation process – data is collected from any number of disparate source systems, business rules are applied and the information is fed directly to the application's presentation layer for use in enterprise dashboards, reports, or analysis.



**INTERACTIVE DASHBOARDS & SCORECARDS** Providing users with secure role-based intelligence is a critical step to positively impacting performance measures. Dimensional Insight simplifies the information delivery process with DivePort, a portal environment designed for sharing BI-driven dashboards and scorecards. DivePort™ ensures users are given timely web-based access to business critical metrics while acting as a centralized information access point for your entire organization.



**EMBEDDED DATA VISUALIZATION & ANALYSIS TOOLS** Users are supported with a rich set of interactive data visualization options – from trend charts and gauges to indicators and spider graphs. The underlying detail behind any data view is live and can be further investigated by launching NetDiver™, DI's embedded web-based analysis client where users can navigate through the data set without hierarchical constraints.



**SELF SERVICE REPORTING** Having access to a reporting environment is valuable only if users can easily answer their own questions of the data as they arise. The Diver Solution includes a interactive reporting functionality that allows users to filter and access additional layers of detail directly within the application – no additional report requests or queries needed. Should ad hoc capabilities be required, users can simply launch NetDiver from within the application to perform additional root cause analysis to answer their own questions of the data on-the-fly.



**ALERTS & INFORMATION BROADCASTING** Information overload is a real concern for healthcare organizations, especially when new transactions are logged on a minute-by-minute basis. The Diver Solution includes an alert and information broadcasting component to push critical information out to relevant stakeholders. Intelligence thresholds are predefined based on your business rules and metrics. When threshold ranges are violated, notifications are automatically sent out to the appropriate personnel.



## CONTACT INFORMATION

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