

# Dimensional Insight's The Diver Solution Receives Highest Scores for BI Healthcare Analytics Toolset in KLAS Report

Brief

The Diver Solution™ (Diver) was named the top BI tool set for healthcare analytics in the 2013 KLAS Performance Report for Business Intelligence software and services entitled Healthcare Analytics: Making Sense of the Puzzle Pieces.

This marks the fourth consecutive year KLAS Research has recognized Dimensional Insight as a leader in Business Intelligence in its annual Performance Reports – a distinction no other BI software provider can make.

Diver outscored competitors including IBM, QlikTech, Information Builders, McKesson, Microsoft, Oracle and SAP. 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 2013 Performance Report- Healthcare Analytics: Making Sense of the Puzzle Pieces*

## ENTERPRISE BI/ANALYTICS

### VENDOR PRODUCT SEGMENTATION

KLAS Performance Score shown only where vendor offering is validated at KLAS Confidence or as preliminary data. Vendors noted in gray font represent minimal KLAS validated product/ functionality or usage. Chart not intended to be comprehensive listing of all vendor products.

\*Does not meet KLAS Confidence level.

## BI TOOL SETS

*"BI Product Suites"*

Dimensional Insight (DI)	84.6
IBM	78.4
Information Builders (IBI)	77.3
McKesson	77.5
Microsoft	74.7
MicroStrategy	84.1*
Oracle	68.2*
SAP	71.2
SAS	

KLAS cited Diver as a “consistent high performer” that often “wows” its customers, and Dimensional Insight is “seen as having the best blend of affordability, robust capability, and ease of use across all BI vendors.”

Other comments from the report:

- Noted for ease of use and has seen success in bringing on hospitals who are new to BI.
- Unique when compared to other large BI tool set vendors in that it [DI] is viewed as being friendly and having the most customer-centric BI approach.
- Seen as having excellent technical ability and consultants.

### Provider Commentary

*"We use the Diver Solution in many ways and are now looking to expand its use even to clinical trials. We use it for data mining, for reporting, and as a management tool for identifying opportunities."*

*"We use The Diver Solution to manage our business."*

*"The depth of insight we get is one of the strengths of The Diver Solution. It is relatively easy to get good information out of the system quickly. We can dive down to get details."*

*"We can start at a very high level and dive down relatively quickly to see how things compare."*

*"Dimensional Insight has really been a slam dunk across the board... Dimensional Insight has been very good about talking with us and answering business-unit questions. The Diver Solution is economical and user friendly."*

*"I think we really used The Diver Solution to maximize our BI... We bring in any type of market-analysis data, so we can measure our market and do any kind of profiling from the physician or diagnosis."*

The above are selected commentaries. Visit [KLASresearch.com](http://KLASresearch.com) for a complete view.

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KLAS 2013 Performance Report- Healthcare Analytics: Making Sense of the Puzzle Pieces  
 Figure 78: Side-by-Side Comparison - BI Vendor Performance in Select Categories

	Dimensional Insight	IBM	Information Builders	McKesson	Microsoft	QlikTech	SAP
<b>Functionality &amp; Upgrades</b>							
Overall Product Quality	7.9	7.5	7.3	7.3	7.0	7.8	6.8
Supports Integration Goals	7.7	7.4	7.8	7.2	7.4	7.6	7.0
<b>Service &amp; Support</b>							
Quality of Phone/Web Support	7.8	7.1	7.6	7.1	6.1	7.3	6.1
Proactive Service	7.7	6.5	7.4	6.8	4.0	7.3	5.5
Executive Involvement	7.5	6.4	7.2	7.1	5.5	6.6	5.3
<b>General</b>							
Overall Communication	7.6	7.2	7.3	7.5	5.7	7.0	5.7
Ranked Client's Best Vendor	48%	0%	15%	19%	9%	42%	4%

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The Diver Solution topped all other enterprise BI platforms in 7 performance categories, according to the report, including overall product quality, client's best vendor ranking, proactive service, executive involvement, support of integration goals, quality of phone/web support, and overall communication.

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

Diver is an end-to-end business intelligence (BI) platform, providing all of the components needed to implement and deploy actionable, role-based BI and analytics 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 productivity, revenue cycle management, quality reporting and improvement initiatives, physician performance management, and service line profitability challenges.



**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](http://www.KLASresearch.com)

**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.



60 Mall Road  
 Burlington, MA 01803  
 781-229-9111  
 fax: 781-229-9113  
[info@dimins.com](mailto:info@dimins.com)  
[www.dimins.com](http://www.dimins.com)

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