

# Four-Time Best in KLAS Winner -Business Intelligence/Reporting



*KLAS Research: Independently monitors vendor performance through the active participation of thousands of healthcare organizations.*



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# 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
<b>Current Products<sup>§</sup></b>								
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
















KLAS 2012 Business Intelligence Performance Report  
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# 2012 KLAS Performance Rankings

## Diver Tops List for Third Year in a Row

Enterprise BI Platform Vendor/Product				
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		
NA	MicroStrategy 9 Business Intelligence	82.0*		
NA	Tableau Server	96.8*		--

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# 2012 KLAS Performance Rankings - Impact

*“DI’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.”*

BI Vendor/  
Product  
Impact on  
Change

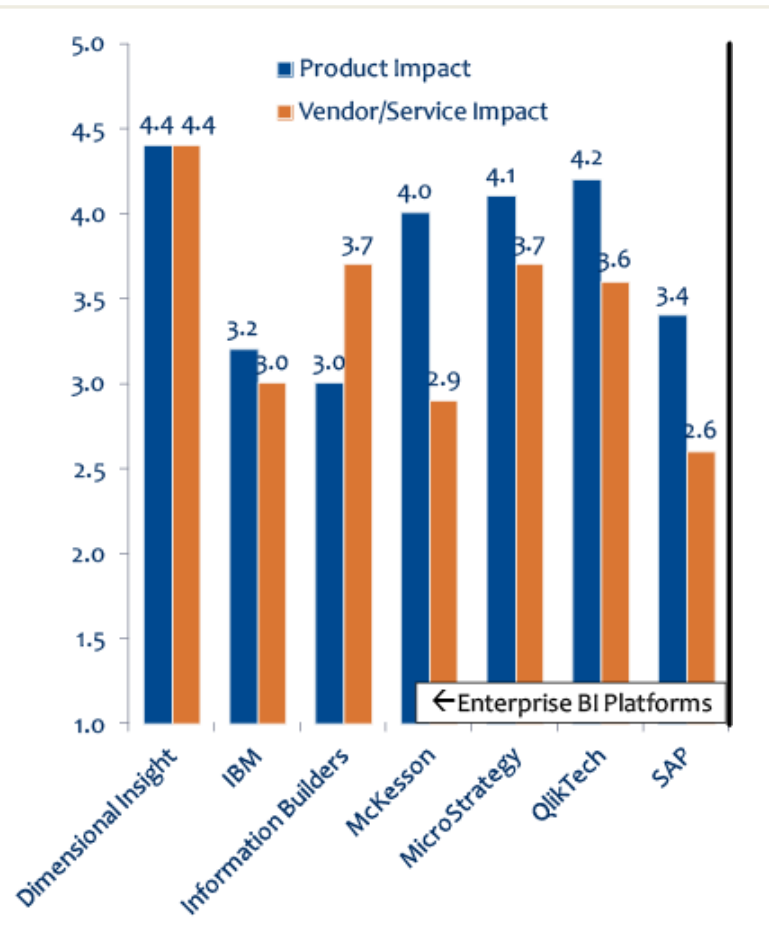
n=227

1-5 scale

1=no impact

3=average impact

5=high impact



# 2011 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
<b>Current Products<sup>§</sup></b>								
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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# 2011 - KLAS Performance Rankings

***“DIMENSIONAL INSIGHT (DI) is the top-rated vendor in this report for the second year in a row...Flexibility is a key strength, as is pulling from disparate domains without a data warehouse.”***

	Dimensional Insight	IBM	Information Builders	McKesson	SAP	Market Segment Average
<b>Sales &amp; Contracting</b>						
Contracting Experience	8.2	5.9	6.7	6.9	6.8	7.4
Product Works as Promoted	8.3	7.4	7.5	7.3	6.9	7.6
Money's Worth	8.3	6.6	7.6	7.4	6.6	7.6
Avoids Nickel-and-Diming	92%	69%	73%	65%	87%	83%
<b>Implementation &amp; Training</b>						
Quality of Implementation	8.0	6.7	6.3	5.9	6.3	7.1
Implementation On Time	8.3	9.0	7.4	6.9	6.2	7.4
Quality of Training	7.7	6.8	6.7	6.5	6.3	7.0
<b>Functionality &amp; Upgrades</b>						
Overall Product Quality	8.1	7.8	7.4	7.3	7.0	7.6
Delivery of New Technology	7.9	7.5	7.2	6.9	7.0	7.4
Ease of Use	7.8	6.6	7.2	7.3	6.7	7.2
Product Response Time	7.7	6.7	7.6	7.5	7.1	7.5
Supports Integration Goals	8.0	7.1	7.3	7.5	7.0	7.5
Product Has Needed Functionality	89%	68%	85%	45%	56%	70%
<b>Service &amp; Support</b>						
Quality of Phone/Web Support	8.0	6.3	7.6	7.1	5.9	7.3
Proactive Service	7.3	6.1	7.2	6.6	6.0	6.7
Executive Involvement	7.6	6.1	7.2	6.8	5.7	7.0
Lives Up to Expectations	8.0	7.0	7.3	7.2	7.0	7.4
Keeps Promises	100%	88%	88%	80%	85%	90%
<b>General</b>						
Overall Communication	7.7	6.6	7.3	7.2	6.1	7.3
Recommend to a Peer/Friend	8.2	7.2	7.3	7.1	6.8	7.6
Overall Satisfaction	8.1	7.2	7.3	7.0	6.9	7.5
Forecasted Overall Satisfaction	8.1	7.4	7.8	7.5	7.2	7.8
Part of Long-Term Plans	98%	90%	84%	96%	96%	95%
Would You Buy this Again	98%	79%	90%	87%	88%	91%
Ranked Client's Best Vendor	33%	21%	13%	24%	6%	30%

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

*KLAS 2011 Business Intelligence Performance Report: Making Cents of Performance*



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# 2010 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
<b>Current Products<sup>§</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 & 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

# 2010 - Performance Rankings

***“Dimensional Insight had the highest aggregate score for both clinical and financial reporting of the five vendors in the main body of this research.”***

	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.

Source: KLAS 2010 Enterprise Business Intelligence  
 Report: Does Shopping Outside of Healthcare Pay Off?

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# 2009 Best in KLAS - Business Intelligence/Reporting Category Leader

Business Intelligence/Reporting <sup>§</sup>								
Systems designed to gather, analyze and report on clinical and financial performance data.								
1	NA	Dimensional Insight The Diver Solution	86.80	NA	✓	95%	75%	8.25
2	NA	McKesson Horizon Business Insight	80.25	-5%	✓✓	88%	42%	7.41
3	NA	SAP XI Data Analytics (Business Objects)	72.02	NA	✓	95%	55%	6.90
NA	NA	IBM Cognos 8 Business Intelligence*	71.40	NA	-	78%	100%	6.78
NA	NA	Information Builders WebFOCUS*	79.64	NA	-	86%	67%	7.57
NA	NA	Microsoft PerformancePoint Serv. for SharePoint*	83.27	NA	-	83%	50%	8.00
NA	NA	Oracle Hyperion Bus. Intelligence (Mainly Fin.)*	76.40	NA	-	78%	78%	6.89