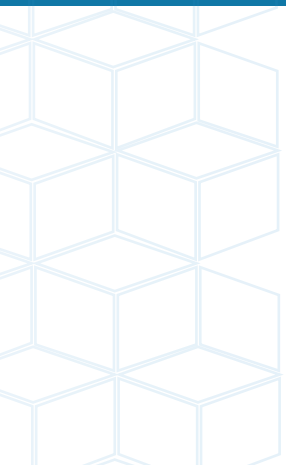




**Dimensional Insight Wins Best in KLAS for
7th Time in 10 Years**



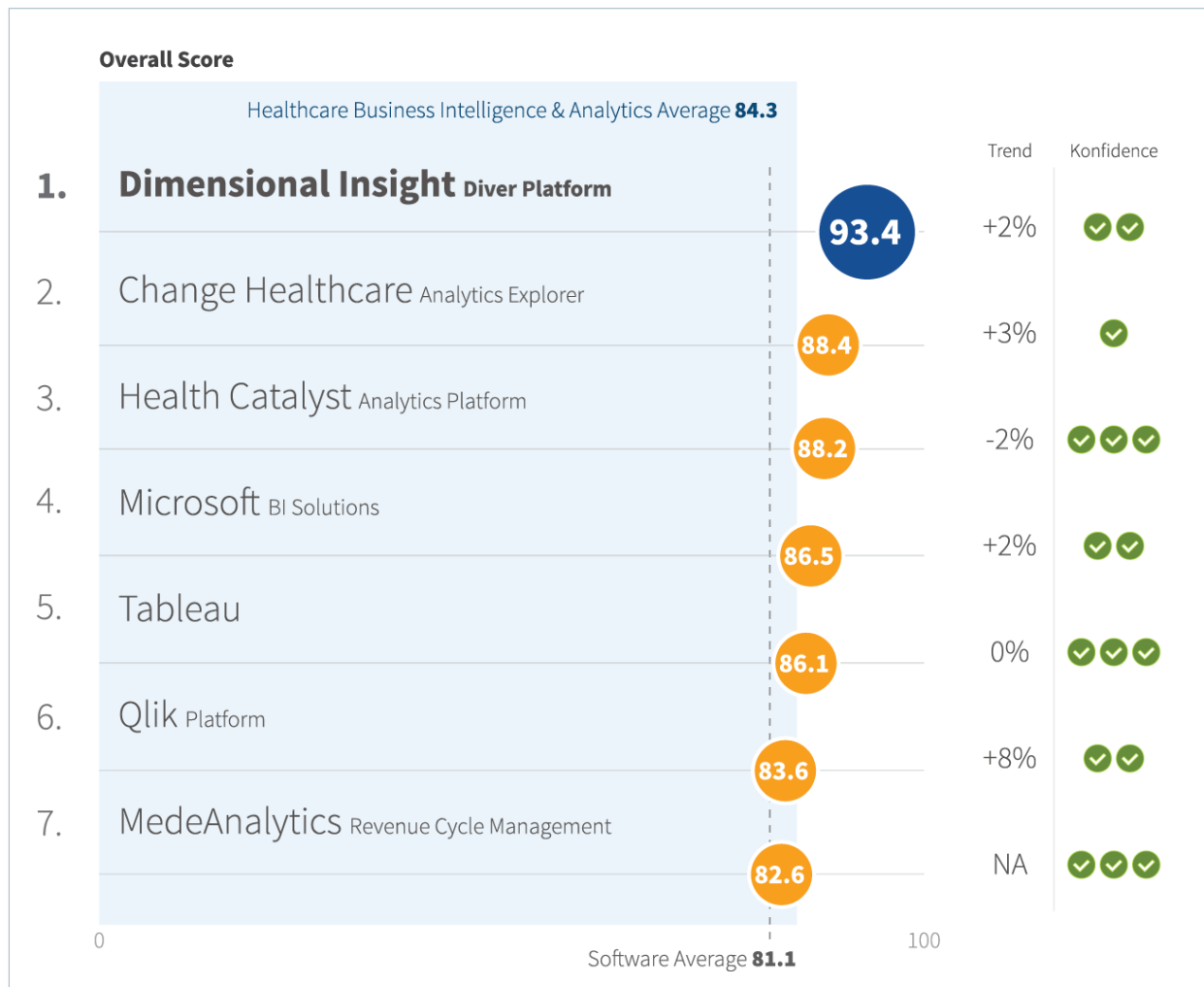


2020 Best in KLAS is a recognition of outstanding efforts to help healthcare organizations in their quest to deliver quality patient care. The Best in KLAS designation is awarded only in those software and services market segments that have the broadest operational and clinical impact on healthcare organizations.

Every year, KLAS Research interviews users of healthcare software to publish the Best in KLAS: Software and Services report. In the 2020 report, Dimensional Insight is ranked the

#1 vendor in healthcare business intelligence and analytics out of a field of seven big brand vendors.

This is the 7th year that Dimensional Insight has won Best in KLAS. (2010, 2011, 2012, 2014, 2015/2016, 2019, and now 2020.) In the report, Dimensional Insight achieved a score of 93.4, which is 1.9% higher than its 2019 score and is the company's highest Best in KLAS score to date.





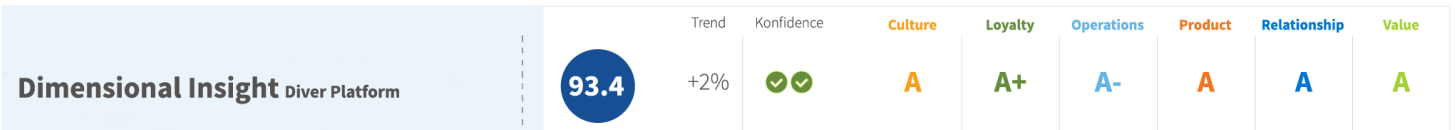
“Dimensional Insight has been consistent from the beginning in terms of their ability to deliver cost-effective solutions in a timely fashion, and I appreciate that. That is something I don’t have to worry about. Instead of debating services, delivery, and costs, Dimensional Insight wanted to come up with a strategy that would knock our socks off. Dimensional Insight is proactive, and I don’t think we are the only customer that they are willing to do so much for. Dimensional Insight’s consistency of delivery is amazing. They are a great company to work with. Working with Dimensional Insight is a throwback to the types of relationships that vendors used to have with customers in the old days. Dimensional Insight understands, and they are very attentive. Dimensional Insight is very aggressive at getting us the technology we need to help turn data into actionable information. Our journey with Dimensional Insight has been great.”

—CIO, April 2019

WHAT MAKES DIMENSIONAL INSIGHT BEST IN KLAS?

KLAS Research asks survey respondents 20 questions about their experience with healthcare business intelligence and analytics solutions. These questions include topics such as “Overall Satisfaction,” “Part of Long-Term Plans,” and “Delivery of New Technology.” These category scores are added up and then translated into an overall score between 0 and 100.

In addition, KLAS Research buckets the questions into six different pillars and assigns each of these pillars a letter grade based on the scores that comprise it. Dimensional Insight received “A” grades across the board in culture, loyalty, operations, product, relationship, and value.



Culture: Comprised of scores for proactive service, keeps all promises, and product works as promoted.

Loyalty: Comprised of scores for part of long-term plans, would you buy again, overall satisfaction, likely to recommend, and forecasted overall satisfaction.

Operations: Comprised of scores for quality of training, quality of implementation, and ease of use.

Product: Comprised of scores for delivery of new technology, overall product quality, supports integration goals, and product has needed functionality.

Relationship: Comprised of scores for vendor executive involvement and quality of support.

Value: Comprised of scores for money’s worth, avoids charging for every little thing, and drives tangible outcomes.



“Diver Platform helps us determine what our data means. When we look at the length of stay or the census, those data points change throughout a course of hours; without having a tool like Diver Platform that forces us to create definitions, we can’t all be on the same page when it comes to reviewing any level of dashboards or metrics that the organization produces. Our organization utilizes Diver Platform to help us make decisions.”



About Dimensional Insight

Dimensional Insight is the leading provider of integrated business intelligence and data management solutions. Our mission is to make organizational data accessible and usable so everyone from analysts to line of business users can get the information they need to make an informed, data-driven decision.



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