



## **Dimensional Insight Named 2021 Best in KLAS in Healthcare Business Intelligence/Analytics**

*8th Best in KLAS win and 9th #1 KLAS ranking demonstrates commitment to customers in generating sustainable outcomes improvement*





Each year, KLAS publishes the [Best in KLAS report](#), ranking vendors across the many technology and services markets within healthcare. This report amplifies the voice of the provider and payer communities, whose willingness to share their feedback with KLAS fuels this report.

Dimensional Insight was ranked the #1 vendor in healthcare business intelligence/analytics in the 2021 Best in KLAS report. This is the third year in a row and the eighth year overall that Dimensional Insight has achieved this honor.



“I wish that every vendor were like Dimensional Insight. In my book, they are the best analytical and technology partner I could have. The people that I work with from the vendor always keep their promises. The product actually works the way the vendor promised. I have never run into a situation where they said the product would work a certain way and then it didn't. Diver Platform is a truly powerful analytical tool with the lowest cost that I have ever seen.”

—CIO, July 2020



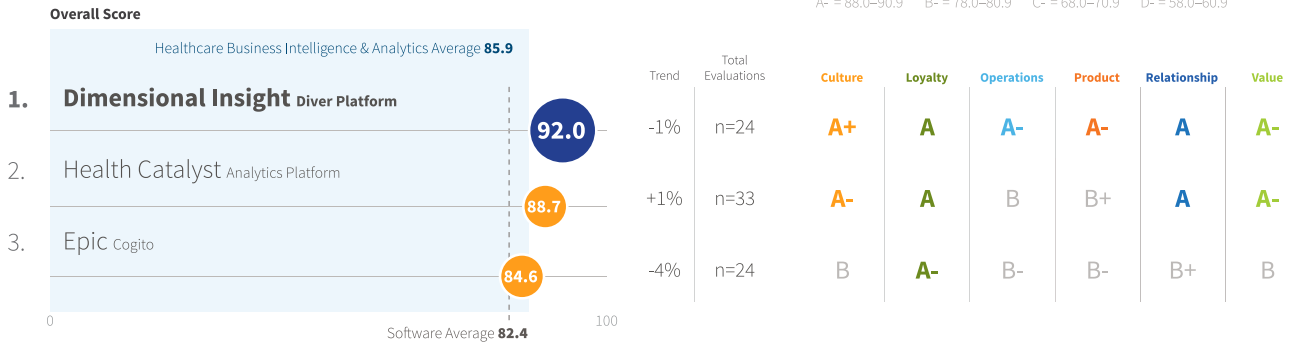
KLAS also uses the customer scores to grade vendors in six different areas. Based on these scores, KLAS graded Dimensional Insight an A+ in culture, an A in loyalty, an A- in operations, an A- in product, an A in relationship, and an A- in value.

## Healthcare Business Intelligence & Analytics

How do vendor solutions **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

|                |                |                |                |           |
|----------------|----------------|----------------|----------------|-----------|
| A+ = 95.0+     | B+ = 85.0–87.9 | C+ = 75.0–77.9 | D+ = 65.0–67.9 | F = <58.0 |
| A = 91.0–94.9  | B = 81.0–84.9  | C = 71.0–74.9  | D = 61.0–64.9  |           |
| A- = 88.0–90.9 | B- = 78.0–80.9 | C- = 68.0–70.9 | D- = 58.0–60.9 |           |



“These grades are a direct reflection of the continuous collaboration between Dimensional Insight and our customers, and the commitment to generating sustainable improvements in our customers’ health systems. The Best in KLAS designation is an incredibly proud achievement for us.”

—Kathy Sucich, Vice President of Marketing, Dimensional Insight



*"We contracted for a certain set of outcomes, and the vendor exceeded those expectations. We expanded our vision midstream, and Dimensional Insight didn't charge us a dime more. The vendor fulfilled the vision that was expressed to them. Dimensional Insight's support was outstanding. Dimensional Insight bent over backward to try to appease every little thing. Even when we did something that caused an issue, the vendor corrected those issues for us or partnered with us to correct it. The product that Dimensional Insight delivered definitely fulfilled our vision."*

*—Analyst/Coordinator, Mar 2020*



*"As always, we thank our customers for the candid feedback they provide to KLAS on their experience with our company. Our company is laser-focused on doing whatever it takes to ensure that our customers succeed, and the Best in KLAS award demonstrates that we are fulfilling on that commitment."*

*—Fred Powers, CEO and Co-founder, Dimensional Insight*

## **About Dimensional Insight**

Dimensional Insight® is a leading provider of analytics, data management, and performance management solutions, offering a complete portfolio of capabilities ranging from data integration and modeling to sophisticated reporting, analytics, and dashboards. The company is an eight-time Best in KLAS winner in healthcare business intelligence and analytics, most recently ranking #1 in 2021. Founded in 1989, Dimensional Insight has thousands of customer organizations worldwide. Dimensional Insight consistently ranks as a top performing analytics organization by customers and industry analysts in its core market segments including healthcare, manufacturing, and beverage alcohol. For more information, please visit <https://www.dimins.com/>.

## **About KLAS Research**

KLAS has been providing accurate, honest, and impartial insights for the healthcare IT (HIT) industry since 1996. The KLAS mission is to improve the world's healthcare by amplifying the voice of providers and payers. The scope of our research is constantly expanding to best fit market needs as technology becomes increasingly sophisticated.

## **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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