



**UNMATCHED EXCELLENCE: DIMENSIONAL
INSIGHT SHINES AS A TOP PERFORMER IN
ANNUAL BEST IN KLAS REPORT**

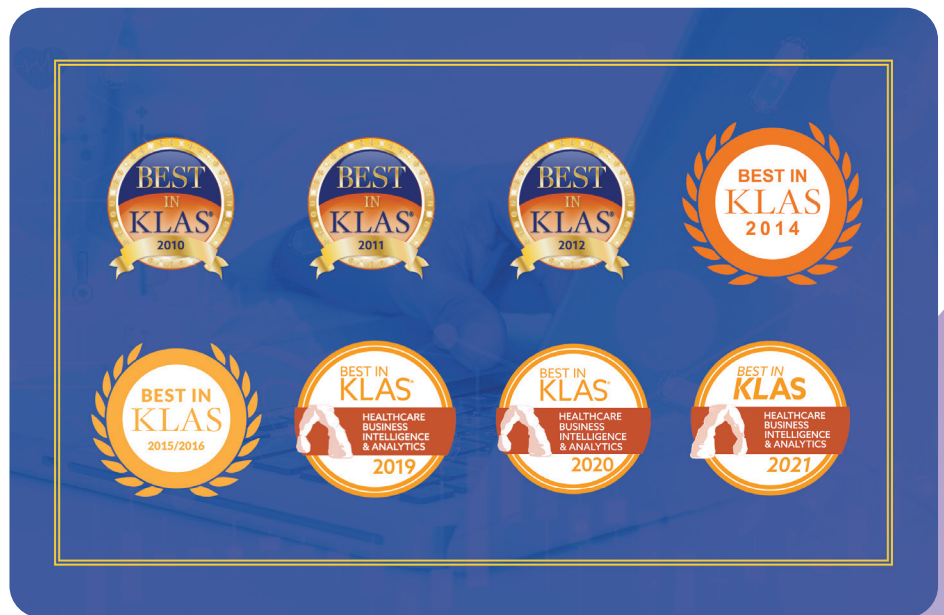
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EXECUTIVE SUMMARY

Each year, the Best in KLAS report ranks software and services companies that excel in helping healthcare professionals deliver high-quality patient care. The rankings are a direct result of the feedback that KLAS receives from thousands of providers and payers. In the annual report, the Data & Analytics Platforms category ranks the top healthcare data platforms on their ability to transform health outcomes. The Best in KLAS scores indicate that a vendor is delivering high value, reliability, and customer satisfaction.

In 2023, Dimensional Insight was rated a top performer in the Data & Analytics Platforms category in the Best in KLAS: Software and Services report. Dimensional Insight received straight A's in KLAS' six Customer Experience measures and ranked as a leading performer with an overall score of 93.4 out of 100. Over the past 13 years, Dimensional Insight has continued to receive high KLAS scores from customers and provide top-of-the-line healthcare solutions. Dimensional Insight is an eight-time Best in KLAS winner since 2010, demonstrating its commitment to customers in generating sustainable outcomes improvement.



“For the 13 years that KLAS has rated Dimensional Insight, we have consistently been a top performer in our category. We attribute this to our ‘customer first’ culture, where the success of our customers is of top importance.”

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

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WHY DIMENSIONAL INSIGHT SHINES AS A TOP BEST IN KLAS PERFORMER

KLAS uses 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.

Data & Analytics Platforms average 84.9	Trend (2022-2023)	Total evaluations	Customer experience pillars						
			Culture	Loyalty	Operations	Product	Relationship	Value	
Dimensional Insight Diver Platform	93.4	+1%	n=20	A	A+	A-	A-	A	A+

Dimensional Insight was also ranked highly in other notable customer satisfaction measures and was the only vendor in the category to receive 100% rankings on all success metrics:

- Reliability:** 100% of customers reported that Dimensional Insight “keeps all promises.”
- Value:** The value proposition of Dimensional Insight’s platform is clear, as 100% of customers reported that Dimensional Insight “avoids charging for every little thing.” All respondents also confirmed that working with Dimensional Insight is “part of a long-term plan.”
- Customer Satisfaction:** 100% of surveyed customers reported that they would purchase Dimensional Insight’s platform again.



Other notable performances in Data & Analytics Platforms Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?
Dimensional Insight Diver Platform n=19 **100%**

Keeps all promises?
Dimensional Insight Diver Platform n=20 **100%**

Part of long-term plans?
Dimensional Insight Diver Platform n=18 **100%**

Would you buy again?
Dimensional Insight Diver Platform n=19 **100%**

“We can get reporting at a level of sophistication that doesn’t exist within our EHR. The advanced level reporting is very beneficial. Healthcare readmissions are a huge focus, and a lot of quality programs have money tied to readmission outcomes, so we need to track readmissions very closely. Without Diver Platform, we would not be able to produce or read readmissions data, so the system is very helpful and sophisticated.”

—Dimensional Insight Client, Director, December 2022

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WHAT DIFFERENTIATES DIMENSIONAL INSIGHT?

Dimensional Insight provides an end-to-end enterprise platform that includes everything from data integration and data management to analytics and visualization. The solution includes everything in one platform; there is no need to purchase multiple products from multiple vendors to transform your digital health approach.

Dimensional Insight uses an end-to-end process of collecting and submitting data streams for analyses ensuring high data accuracy at every step—integration, KPIs, and analytics. With these customer-focused benefits, Dimensional Insight ranks high perennially on the Best in KLAS Report.

COMPANY DIFFERENTIATORS

- ❑ **Industry expertise**—The healthcare industry is highly complex and in order to see improved outcomes and maximize return on investment, it is critical to work with a team that understands the intricacies and challenges of the industry. As a top Best in KLAS performer, Dimensional Insight brings this healthcare-specific expertise to your team.
- ❑ **Sustainable Success**—With a strong track record of high Best in KLAS ratings, Dimensional Insight has consistently delivered results and helped customers see improved outcomes. Dimensional Insight has been profitable since day 1 and has never received any outside funding. That way, the only people we are accountable to are our customers and our employees.
- ❑ **Customer-first service**—With a highly experienced team bringing technical and clinical knowledge and skills, Dimensional Insight strives to not only meet, but exceed customer’s business intelligence needs. We work with our customers in a collaborative fashion to share ideas and develop optimal solutions.

TECHNOLOGY DIFFERENTIATORS

- ❑ **Analytics**—While many analytics solutions provide pre-defined drill-paths that offer only one way to look at data, Dimensional Insight provides the flexibility to decide how to explore and examine data to maximize results.
- ❑ **Data Management**—Dimensional Insight’s solution gets important information to key stakeholders quickly and in a format you can use immediately. This provides a more complete understanding of your data to increase profitability and efficiencies.
- ❑ **Integration**—Integrating data from financial, operational, sales, and other databases has never been easier with Dimensional Insight. The solution allows for standardizing of data, so everyone is looking at the numbers in the same way.
- ❑ **KPIs**—Dimensional Insight’s platform provides a framework for key performance indicators (KPIs) and business rules management that you can use out-of-the-box or customize to your specific business needs.

✓ **ENGAGE PROVIDERS**
✓ **DRIVE FINANCIAL RESULTS**

✓ **OPTIMIZE OPERATIONS**
✓ **SUPPORT SERVICE LINES**

✓ **PROMOTE POP HEALTH**
✓ **IMPROVE OUTCOMES**

✓ **MEASURE PRODUCTIVITY**
✓ **ENSURE SAFETY**

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CUSTOMER SUCCESS STORIES



With Dimensional Insight, Munson Healthcare was able to reduce the number of newborn readmissions in the health system by 24% over a two-year period.

The solution helped uncover opportunities for improving clinical documentation in one Women & Children's department, resulting in increased staff training and engagement, and improved financial performance.

As a result of several initiatives supported by Dimensional Insight, Munson Healthcare's Women & Children's department was able to improve its Press Ganey patient satisfaction scores by 14% over three years.

24%  NEWBORN READMISSIONS

 INCREASED STAFF TRAINING & ENGAGEMENT

14%  PATIENT SATISFACTION



Western Maryland Health System was trying to figure out how to manage rising drug costs. For example, the price of IV acetaminophen rose about 250% to \$35 per vial.

With insights from Dimensional Insight, the hospital reduced its spending on acetaminophen by 78% over two years, from nearly \$250,000 in FY15 to just over \$55,000 in FY17,

The organization also used the platform to test Entereg and found patients on the drug had shorter lengths of stay and less readmission than other patients, resulting in a cost savings of \$112,000 over 6 months.

 250% INCREASE IN IV ACETAMENOPHEN PRICE

78%  REDUCED DRUG SPENDING

 SHORTER LENGTHS OF STAY, LESS READMISSIONS

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CONCLUSION

Dimensional Insight is honored to continually receive top rankings on the annual Best in KLAS report. As an award-winning enterprise analytics provider, Dimensional Insight's mission is to help organizations make better business decisions that result in increased revenue, lowered costs, and improved outcomes. The recognition by KLAS as a top Data & Analytics platform fuels our mission to provide critical business insights to transform healthcare. KLAS subscribers can see current rankings in the Data & Analytics Platform category on the KLAS website:

<https://klasresearch.com/compare/data-and-analytics-platforms/97>



"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's CannaBI® product has been built specifically with the needs of the cannabis industry in mind and helps integrate, analyze, and visualize all data from seed to sale.

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.

For more information, please visit <https://www.dimins.com>.

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