

August 3, 2018

# PRODUCT COMPARISON

# REPORT

# 2018

## Verity 340B

Macro Helix 340B Architect

Sentry Sentinel



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## Promotional Use

# KLAS Performance Report

The insights contained in this report are a compilation of data gathered from interviews with healthcare providers and represents a snapshot in time of information in the KLAS database. The data represents opinions of providers and does not represent the opinion of KLAS. The information is intended solely as a catalyst for a more meaningful and effective investigation of healthcare technology on an organization's part and is not intended nor should it be used to replace an organization's due diligence.

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## Who We Are.

KLAS is a research firm on a global mission to improve healthcare delivery by enabling providers to be heard. By working with thousands of healthcare executives and clinicians, KLAS gathers data on software, services and medical equipment to deliver timely reports, trending data, and statistical overviews about the healthcare industry. The research directly represents the provider voice and acts as a catalyst for improving vendor performance. Founded in 1996, KLAS has been providing transparency to the healthcare industry for over 20 years.

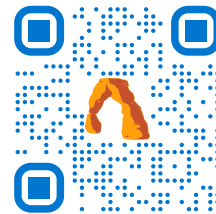
## What We Do.

KLAS utilizes two methods to collect performance data. The first is a series of direct product/vendor evaluations completed by healthcare provider organizations. Second, KLAS performs in-depth, confidential interviews with healthcare providers and payers to gather valuable insight into specific strengths, weaknesses and future expectations for each product. From these two sources, readers may gain valuable insights into how a vendor or product is performing.

## KLAS Konfidence

- ✓✓✓ Lowest possibility in variability of score
- ✓✓ Medium possibility in variability of score
- ✓ Highest possibility in variability of score (minimum required to publish a ranking)
- ⊘ Limited data, typically early trending data

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## Overall Score

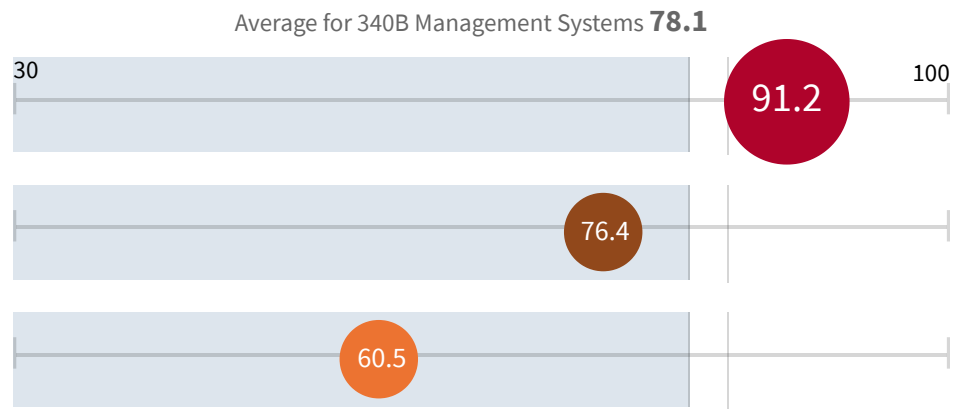
 Verity  
SOLUTIONS  
Verity 340B



 Macro  
Helix  
340B Architect



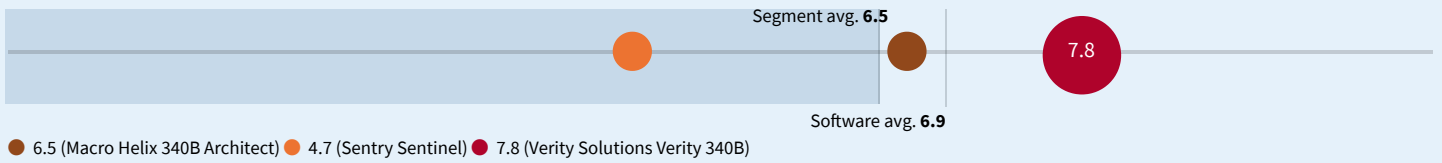
 sentry data systems  
Sentinel



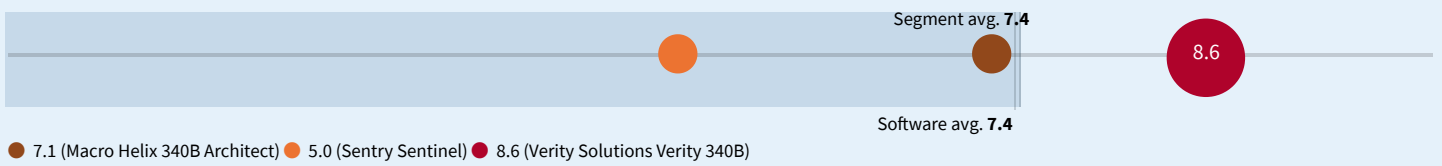
# Score Breakdown (1 Year)



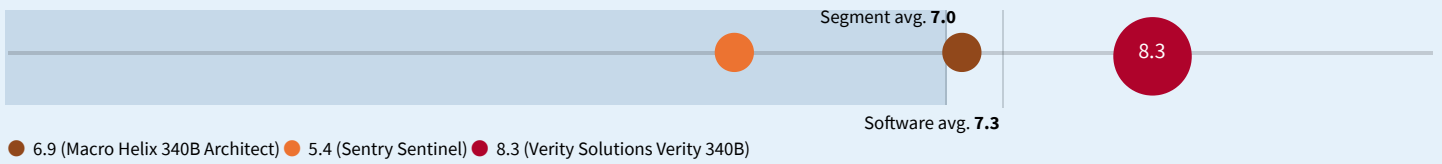
## Proactive service (1-9)



## Product works as promoted (1-9)

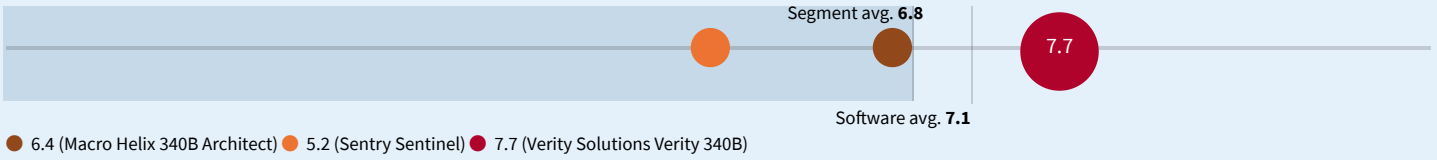


## Likely to recommend (1-9)

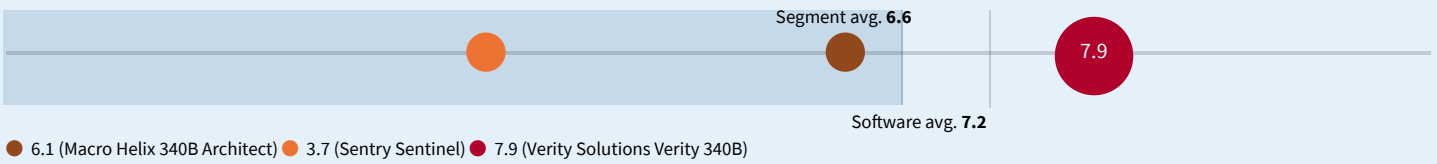




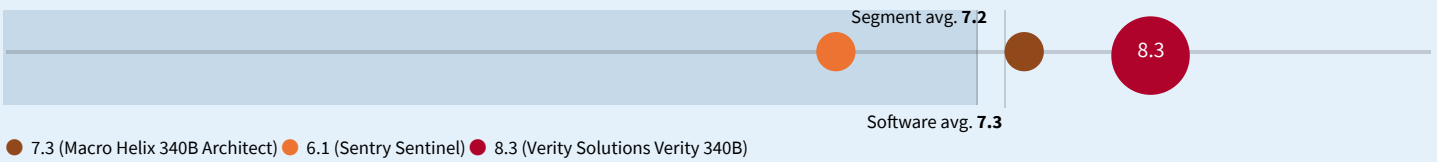
**Quality of training (1-9)**



**Quality of implementation (1-9)**

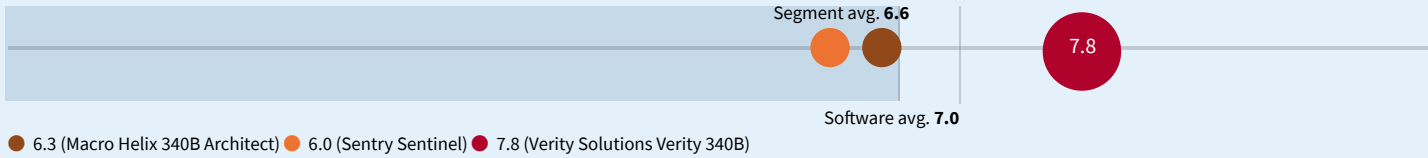


**Ease of use (1-9)**

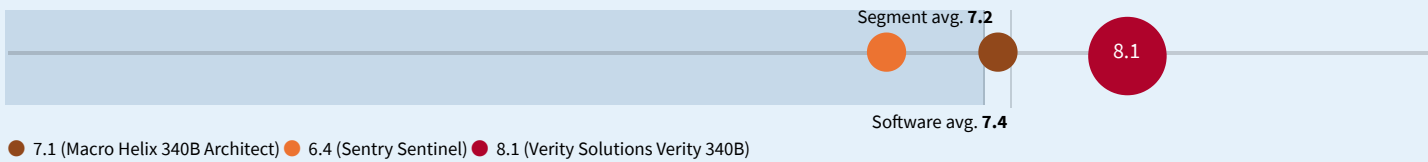




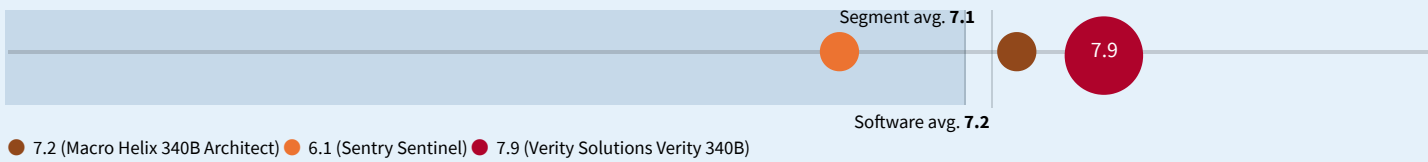
### Delivery of new technology (1-9)



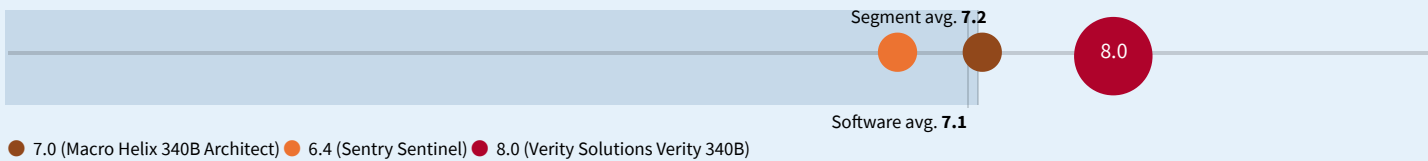
### Overall product quality (1-9)



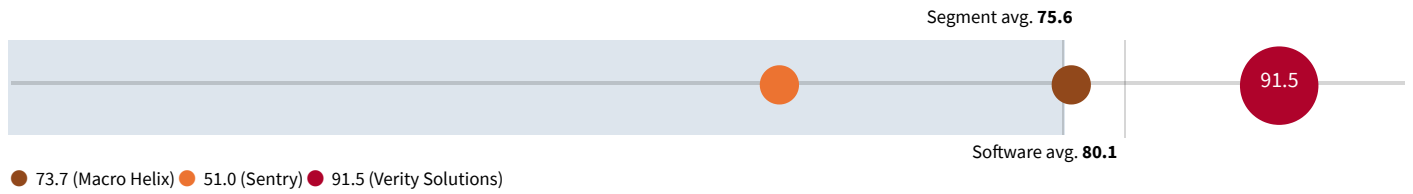
### Supports integration goals (1-9)



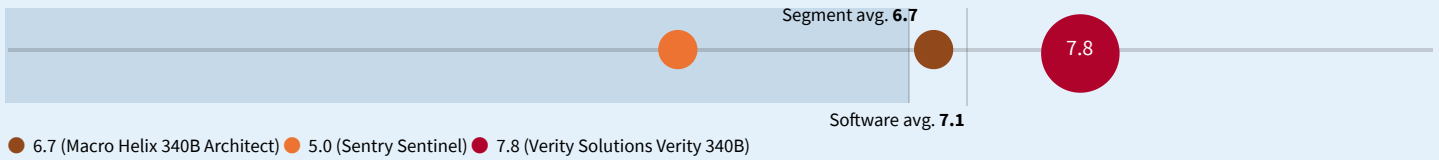
### Product has needed functionality (1-9)



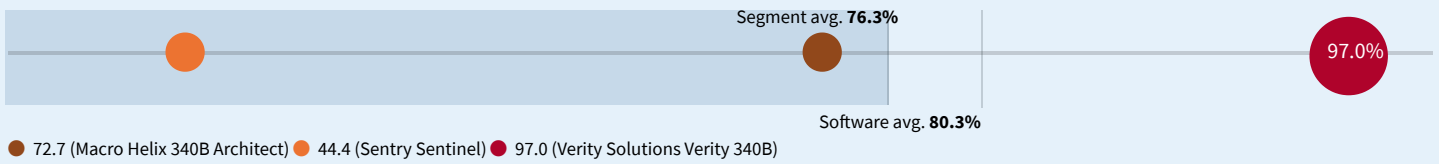
## Relationship



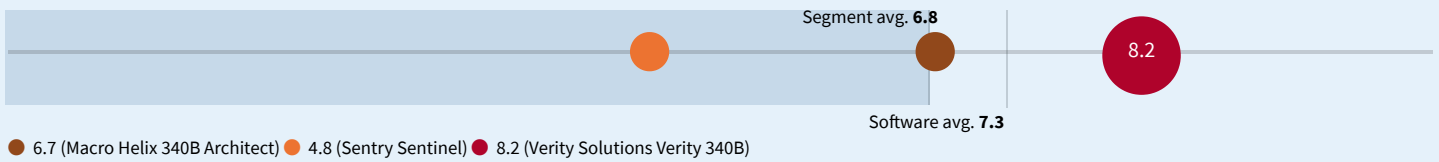
## Vendor executive involvement (1-9)



## Keeps ALL promises (Yes|No)

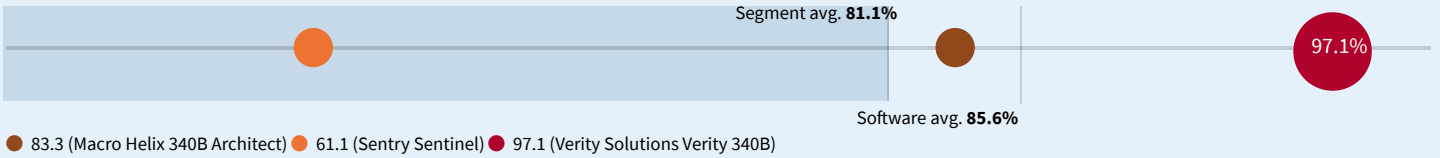


## Quality of support (1-9)

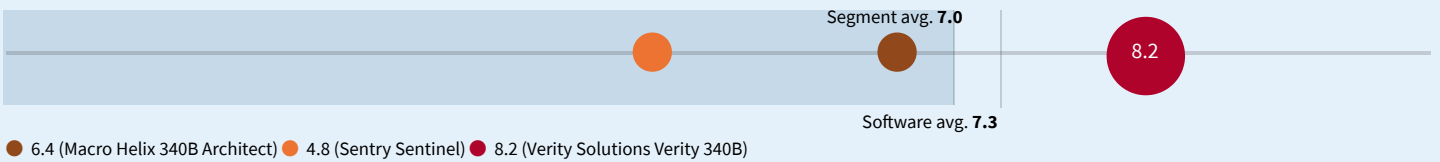




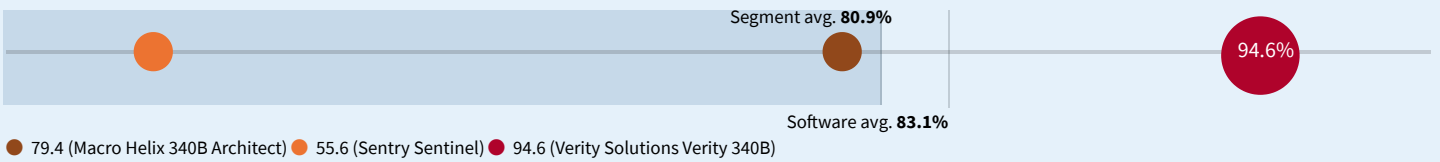
**Part of long-term plans (Yes|No)**



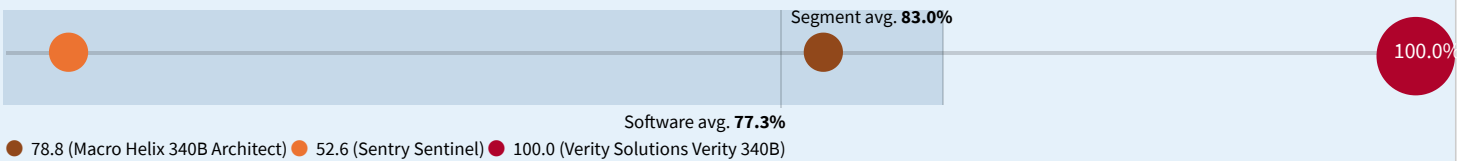
**Money's worth (1-9)**



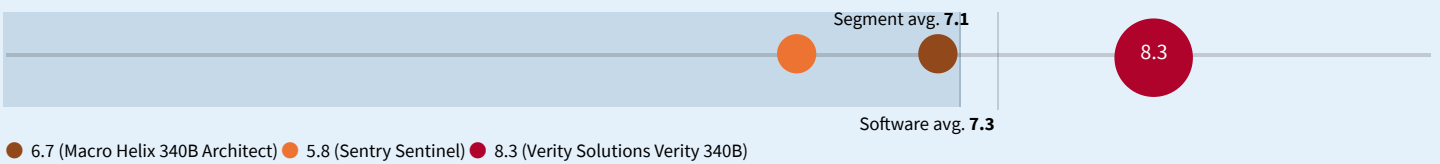
**Would you buy again (Yes|No)**



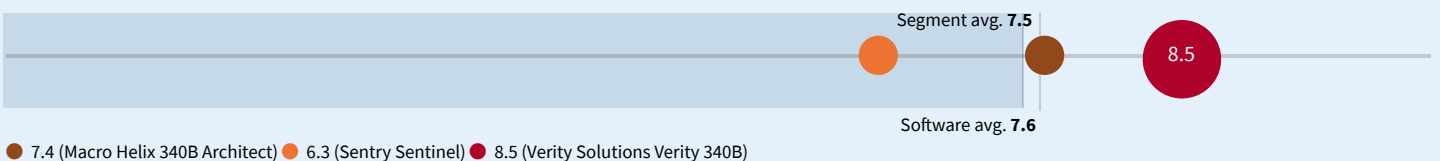
**Avoids charging for every little thing (Yes|No)**



**Overall satisfaction (1-9)**



**Forecasted overall satisfaction (1-9)**





## Drives Tangible Outcomes (1-9)

Segment avg. 7.0

8.1

Software avg. 7.3

● 6.8 (Macro Helix 340B Architect) ● 6.3 (Sentry Sentinel) ● 8.1 (Verity Solutions Verity 340B)



## Comments

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### Verity Solutions Verity 340B

#### ROI / Cost (care and feeding)



#### Analyst/Coordinator

ROI / Cost (care and feeding)

Regarding tangible outcomes, our finance people are obsessed with the savings report. It is amazing how much money we have saved by using Verity 340B.

N/A

Feb 2018

### Verity Solutions Verity 340B

#### Functionality and Upgrades



#### Director

Functionality and Upgrades

I really like Verity 340B's dashboard for the contracts. I think that our compliance manager likes that piece too. We really helped Verity Solutions develop that platform from the beginning, and there were a lot of things that had to be changed. When we suggest changes, Verity Solutions usually changes things quickly. They have sprints every month to make changes instead of promising that they will change something in a year.

★★★★★ | ★★★★★

Apr 2018



#### Director

Functionality and Upgrades

Verity 340B has really helped us a lot with knowing what follows what on orders. And it helps us know whether we really need to order something on the account or whether we can actually wait for things to accumulate.

★★★★★ | ★★★★★

Apr 2018



#### Director

Functionality and Upgrades

We felt fine about being audited once we figured out Verity 340B. Verity Solutions has prepared us well.

N/A

Apr 2018



#### Manager

Functionality and Upgrades

I like being able to see the most up-to-date accumulations that we have. I can also go into the system and see whether there are any unknowns. I can see everything without having to ask for reports or other things.

★★★★★ | ★★★★★

Mar 2018



#### Analyst/Coordinator

Functionality and Upgrades

All of the menus and options are very clear and concise in the Verity Solutions tool. The manual manipulations we have to do are a lot more detailed and clear cut. There is no more guesswork on whether we are doing things correctly. The commands are there for the end users. There are good functions in the Verity Solutions tools.

N/A

Feb 2018



## Manager

Functionality and Upgrades

We are really happy with Verity 340B. The platform is really nice, and we especially like that it is easy to use and that it is a very good web-based platform. It just makes it so much easier to manage the product. For example, the interfaces within the system are easy to build and to manage, and it is easy to do data mining. We have been impressed with what the system can do and with how well it works.



Feb 2018

## Verity Solutions Verity 340B

Service and Support



## Director

Service and Support

Verity Solutions has been very proactive in terms of making sure we are prepared for audits. Their people have been great about giving guidance on what we will need to do, and they share best practices. They always seem to have the information we need when we need it.



May 2018



## Analyst/Coordinator

Service and Support

We really like Verity 340B. We like that we can see our own data instead of relying on the vendor to send us reports. We also like that the data is real time and up to date. The system is user friendly and simple. It is set up to make it easy for us to complete tasks. We have had a good experience transitioning to Verity 340B because Verity Solutions' team is phenomenal. Verity Solutions is very supportive. Their people are always ready to answer our questions via phone or email. We have a very good relationship with the vendor.

N/A

Apr 2018



## VP/Other Executive

Service and Support

Verity Solutions' competitors are years behind in the development cycle. They say their systems can do certain things, but their systems are nowhere near as good as Verity 340B. Verity Solutions is staying two or three steps ahead of their competitors, and they aren't part of a larger conglomerate like McKesson. I can't say enough good things about Verity Solutions. They have been a major part of our growth strategy, particularly with contract pharmacy. They have also helped us with our 340B program and the compliance application for mixed-use settings. We have had a couple of audits from various sources, and our 340B program always passes with flying colors.



Mar 2018



## Director

Service and Support

There is a lot of elbow work that has to go into the solution on the front end. But we turned over the keys and leveraged the vendor's experts more, and now the vendor manages everything. It would be pretty difficult to bring a buyer up to speed on 340B if we had to manage the whole program. Now we have an expert who manages the program every single day for hospitals all over the country, and that person knows the issues. Having that resource is outstanding.



Feb 2018



## Director

Service and Support

The vendor's customer service is great; they are flexible. Their customer service is much better than other vendors'. They are willing to work with us to build whatever we want. The solution is customized for us. Verity Solutions figures out how to build functionality we need. They are the newest vendor in this space, so they are willing to listen to customers and customize the solution to meet our needs.

## Verity Solutions Verity 340B

### Relationship



#### VP/Other Executive

##### Relationship

Verity Solutions is different from others because they have been a partner with us and with others around the country. Verity Solutions aims to find whatever solution or application may be needed. This often requires one-off programming to make the software work. That has been the real strength of Verity Solutions. That flexibility has given them a chance to grow in a lot of unexpected directions, and their competitors are trying to catch up. When Verity Solutions began to gain market share, their competitors came in and told us they could do the things Verity Solutions was doing, even though those vendors weren't interested when I talked with them previously.

★★★★★|★|★★★★☆

Mar 2018



#### Manager

##### Relationship

My overall experience with Verity Solutions has been very positive. They have been up front with negotiations and costs. We have unlimited support minutes, and the support staff can resolve any issues quickly. Verity Solutions has released upgrades with new features, new columns on various screens, and new back-end technology. There are no additional fees for those upgrades, and the vendor tries to release enhancements as customers request them. That has been a nice surprise. I am impressed with the vendor's internal training, and new pieces are constantly being developed and released.

N/A

Feb 2018



#### Director

##### Relationship

I have no complaints about Verity 340B. It makes 340B really nice to manage. The vendor has a lot of tools on their end that help with compliance, so they go ahead and implement those tools. They always check with us first, though. We communicate by email, so I have a record of the things I ask them to do and the tools that they turn on or off. Verity Solutions communicates with us on a weekly basis, and our account representatives are always available. We can call them whenever there is an issue.

★★★★★|★|★★★★★

Feb 2018

## Verity Solutions Verity 340B

### Implementation and Training



#### Director

##### Implementation and Training

The training from Verity Solutions was excellent. We set up times to be trained, and the trainer was always there and answered our questions. When the trainer didn't have an answer, the trainer got back to us with one in about a day. Everything was timely.

★★★★★|★|★★★★★

May 2018



#### Manager

##### Implementation and Training

We brought Verity 340B in to replace a system we had been using for several years that we were getting rid of, and we were very impressed with how quickly Verity Solutions was able to come to our organization. They were able to get everything up and running really seamlessly.

★★★★★|★|★★★★★

Feb 2018



#### Director

## Implementation and Training

The implementation of Verity 340B went very smoothly. The vendor was more than willing to do everything. They called and trained pharmacists one on one. Verity Solutions would do whatever they could to fully train any staff members that were willing to participate, even if the staff members couldn't make it to the scheduled trainings. The sales, training, implementation, and product are all very strong. Verity Solutions has the right people. Their staff members are top notch.

★★★★★ | ★★★★★☆

Jan 2018



### Director

Implementation and Training

Our setup and implementation process was the smoothest experience we have ever had. The support from Verity Solutions was very good. They are a smaller company, so they give us excellent attention and like our feedback.

★★★★★ | ★★★★★

Jan 2018

## Verity Solutions Verity 340B

Win/Loss - Why they were selected (by current clients)



### Analyst/Coordinator

Win/Loss - Why they were selected (by current clients)

The price of Verity 340B was one of the main reasons we switched from our previous software. Verity Solutions doesn't nickel-and-dime us for everything.

★★★★★ | ★★★★★☆

Jan 2018

KLAS has accepted the mission of improving the world's healthcare by increasing transparency among HIT vendors. By shining a light on vendors, KLAS has placed themselves in a delicate position between vendors and providers. KLAS bridges the gap between the providers and vendors of the healthcare world in a delicate manner. The providers who give us feedback rely on us to accurately present their voice to vendors. They also trust that the data we publish for them is honest, accurate, and impartial. As such, all of our insights undergo multiple data quality checks. The information in this report is KLAS certified as accurate, honest and impartial.

