

February 8, 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.

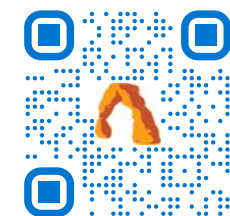
What We Do.

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.

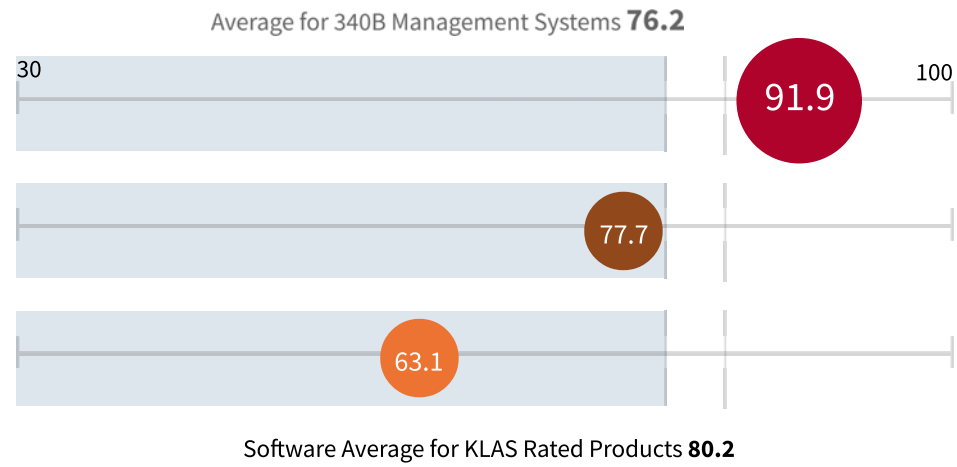
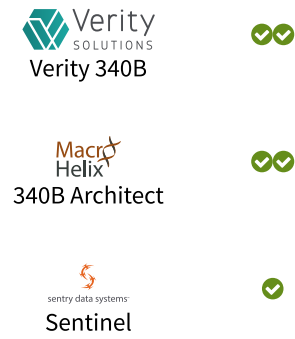
KLAS Konfidence

- ✔✔✔ 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

KLAS is on a mission to improve healthcare. We share our insights and data with healthcare professionals at no cost. Learn more at: <https://KLASresearch.com>



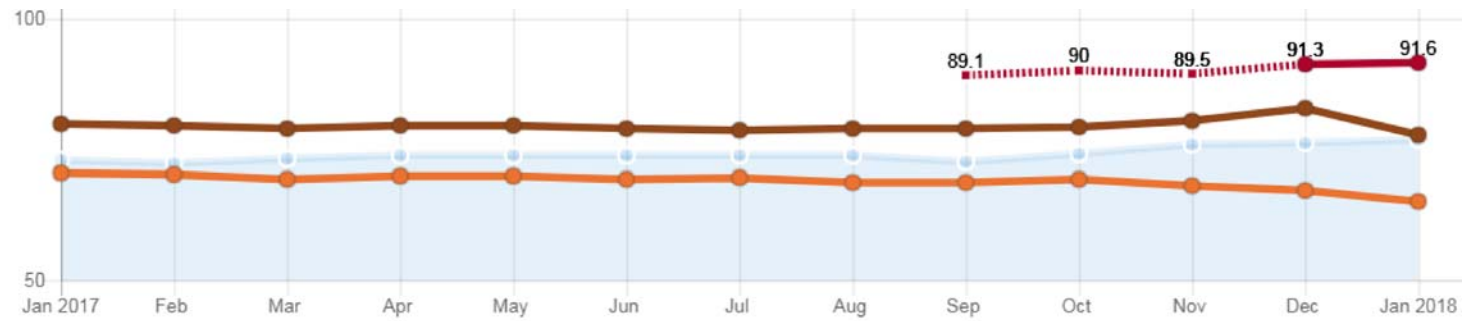
Overall Score



Overall Score Trending (1 Year)

Macro Helix Seg. Avg Sentry Verity Solutions

Below Confidence



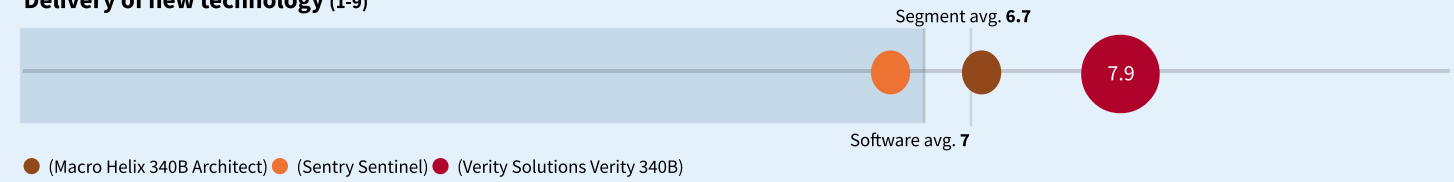
	2017												2018
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Macro Helix	79.8	79.4	79.0	79.6	79.4	79.0	78.7	78.9	78.9	79.3	80.5	82.7	77.7
Seg. Avg	72.8	72.4	73.1	73.7	73.7	73.9	73.7	73.7	72.7	74.2	75.8	76.2	76.8
Sentry	70.4	70.1	69.3	70.0	70.0	69.4	69.6	68.7	68.7	69.4	68.1	67.2	65.2
Verity SOLUTIONS	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	89.1	90.0	89.5	91.3	91.6

Score Breakdown (1 Year)

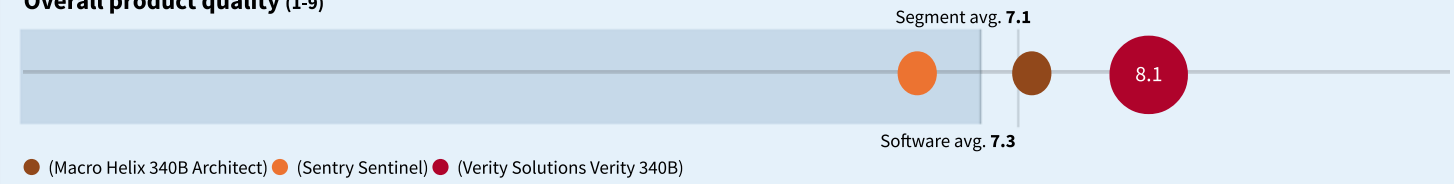
Functionality & Upgrades



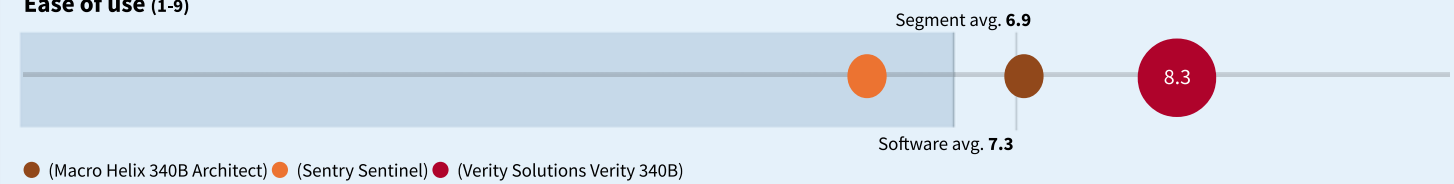
Delivery of new technology (1-9)



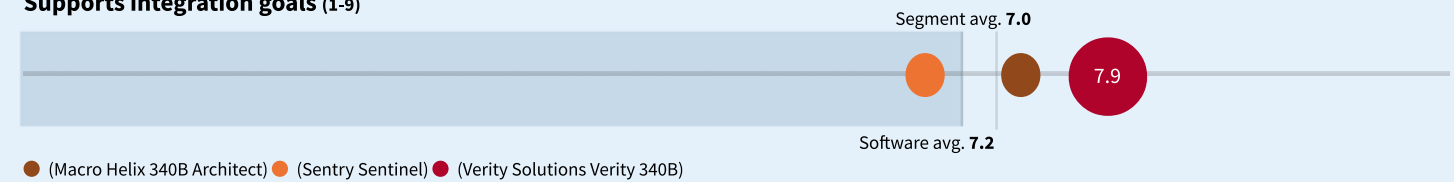
Overall product quality (1-9)



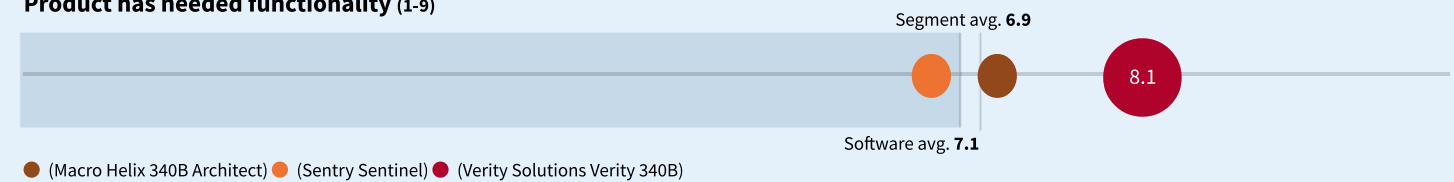
Ease of use (1-9)



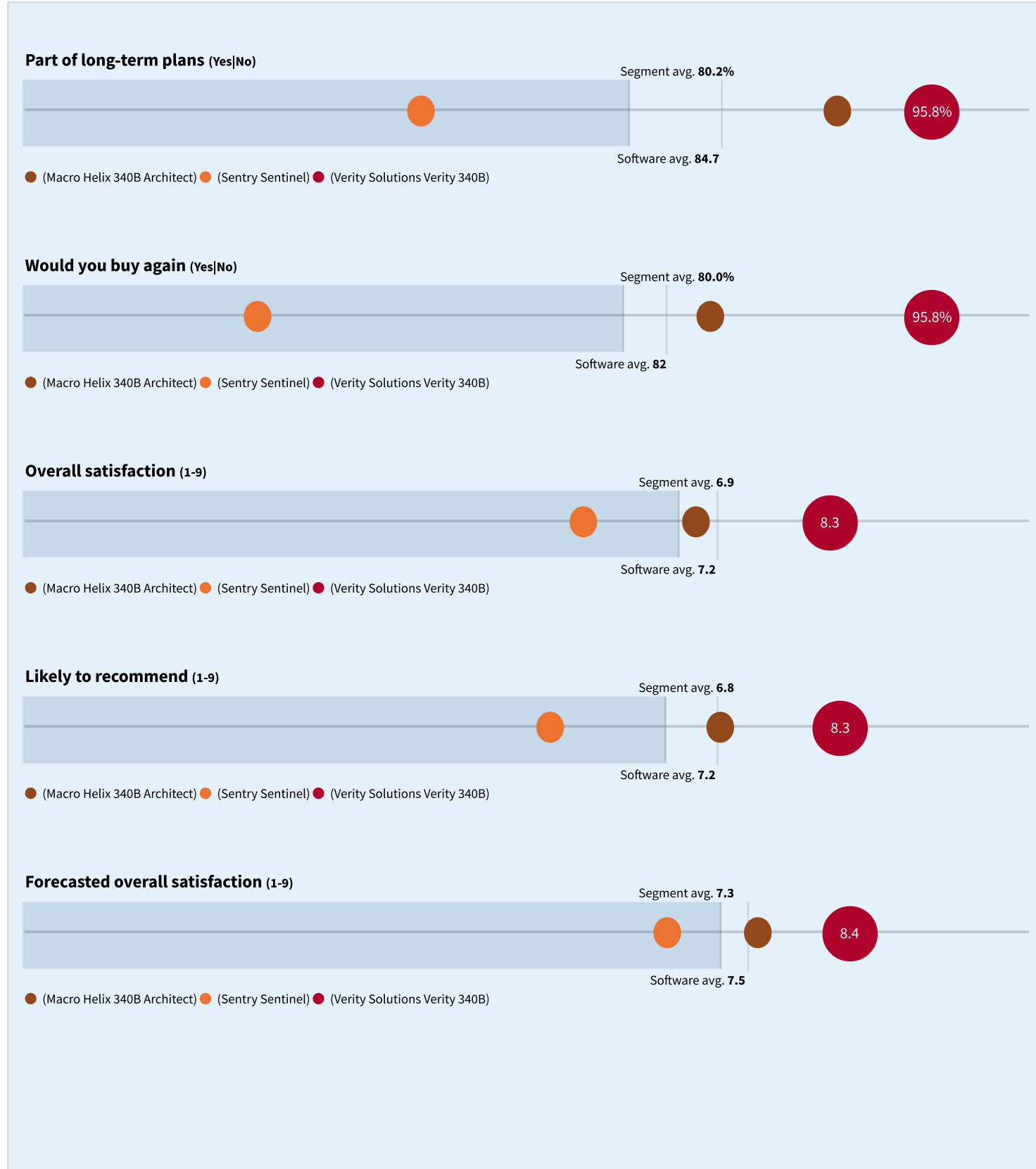
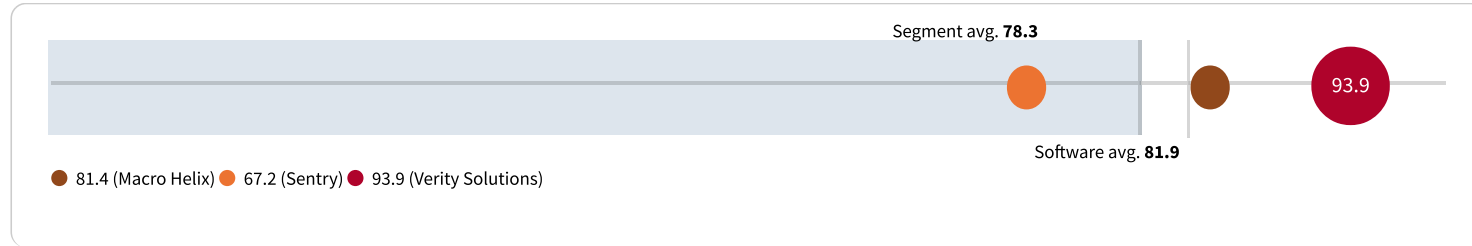
Supports integration goals (1-9)



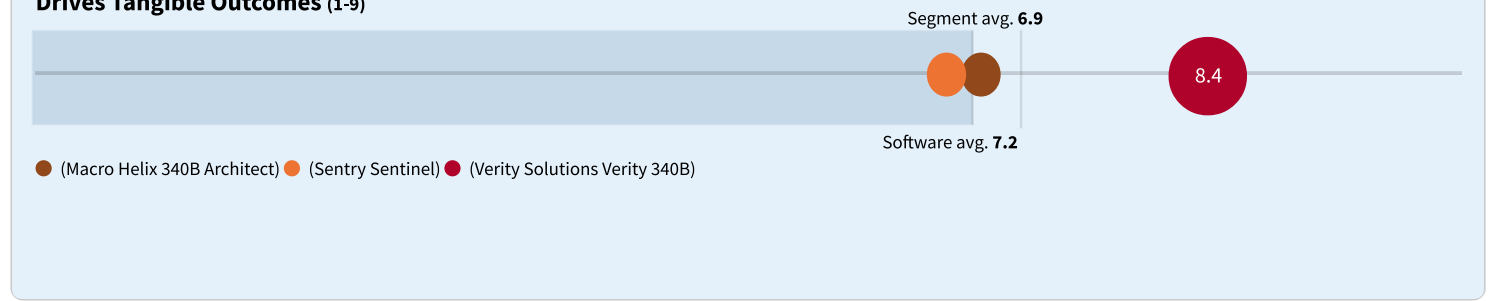
Product has needed functionality (1-9)



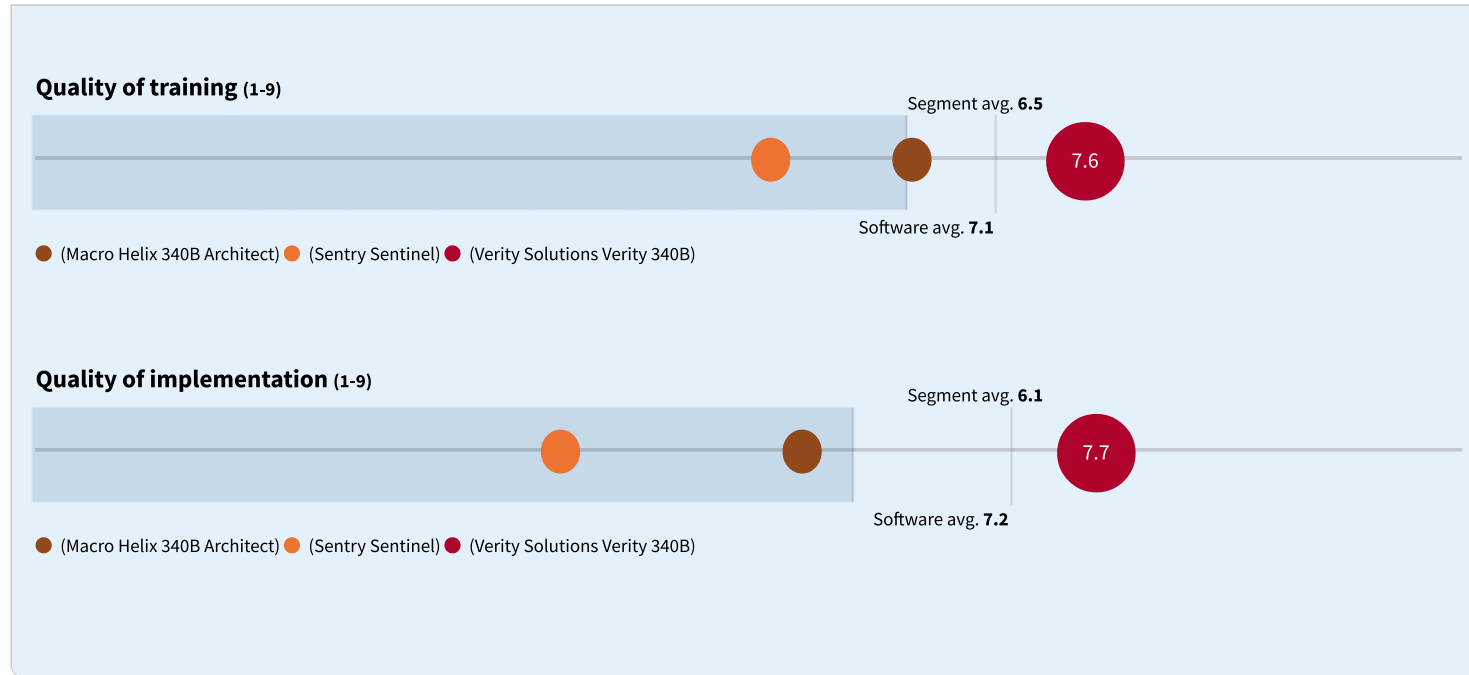
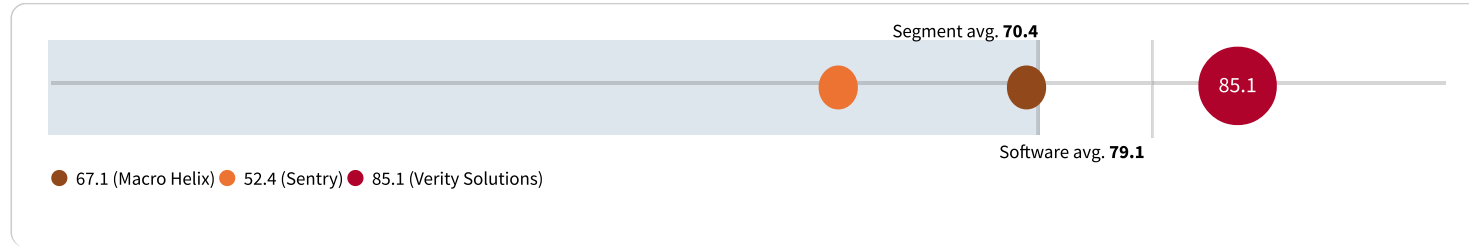
General



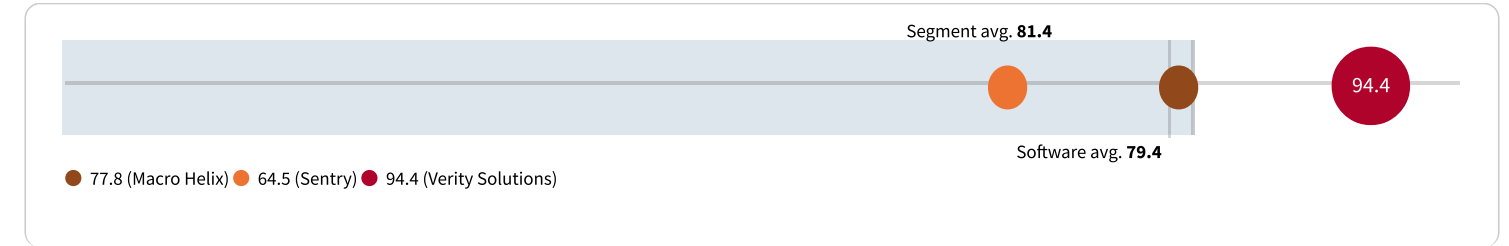
Drives Tangible Outcomes (1-9)



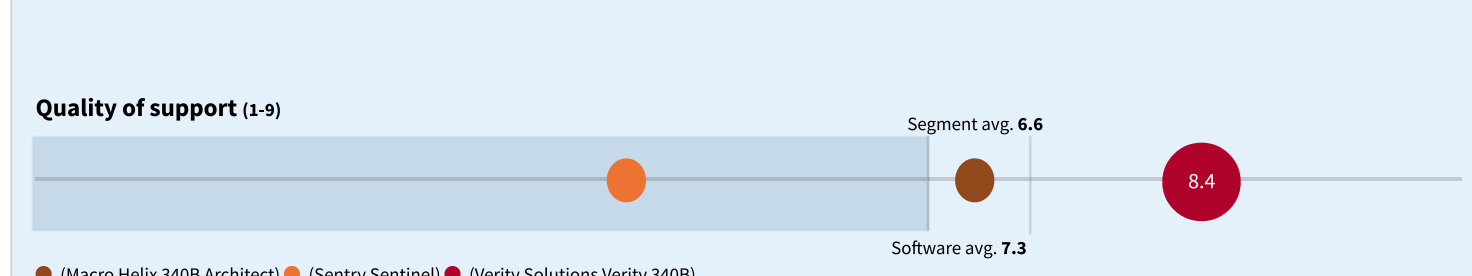
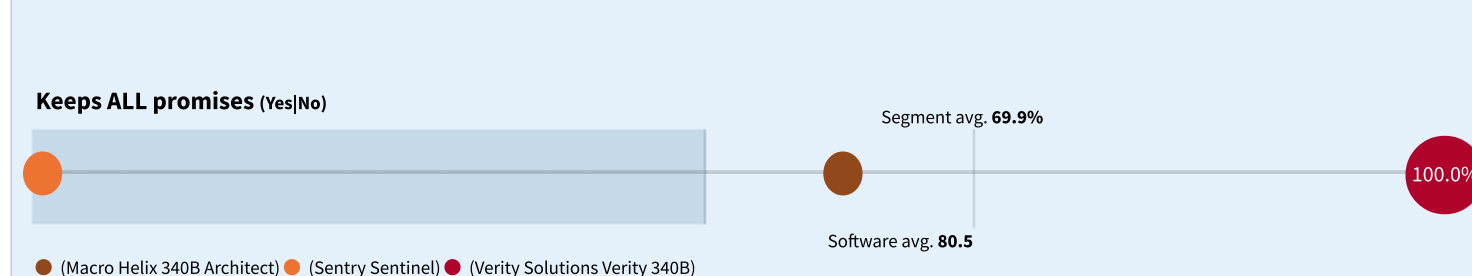
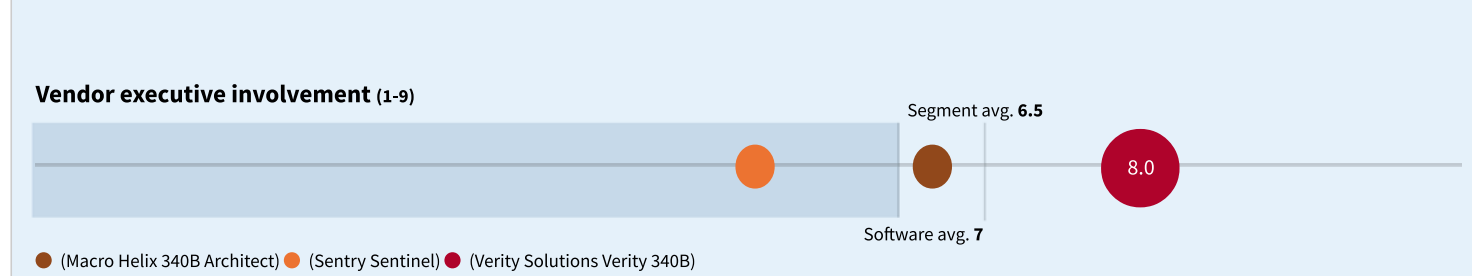
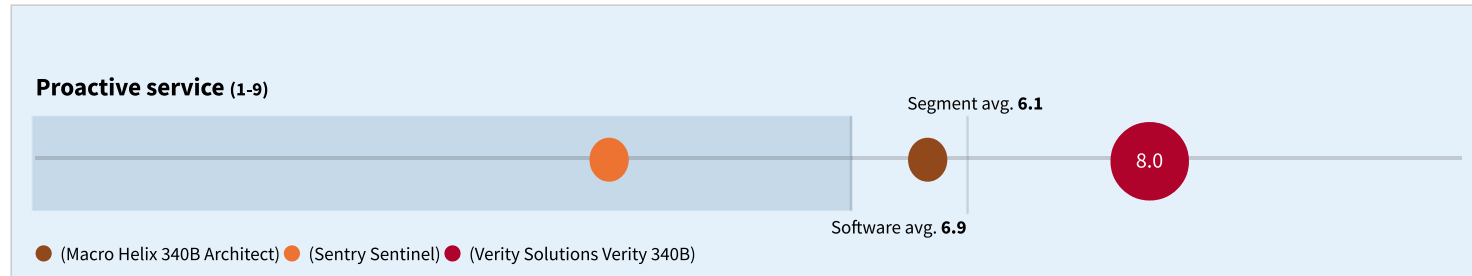
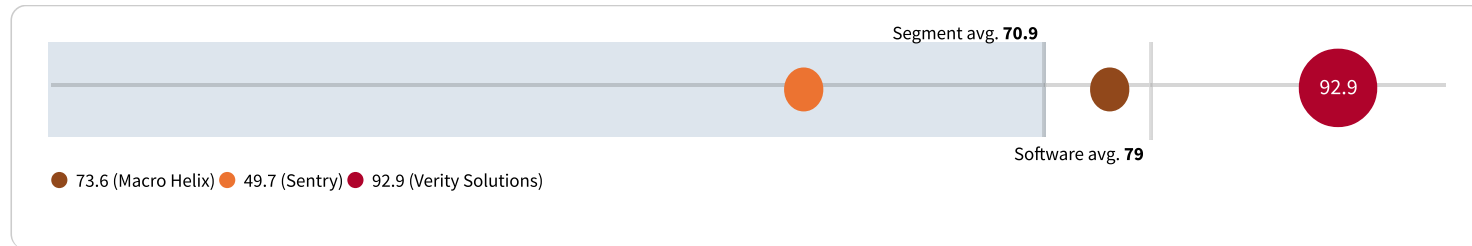
Implementation & Training



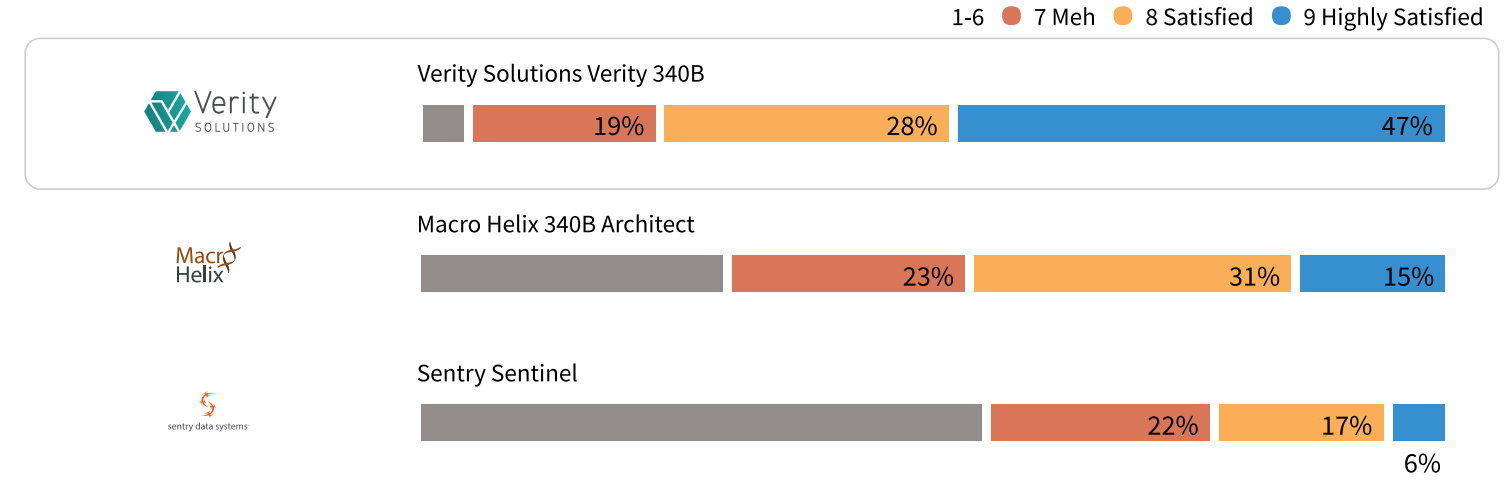
Sales & Contracting



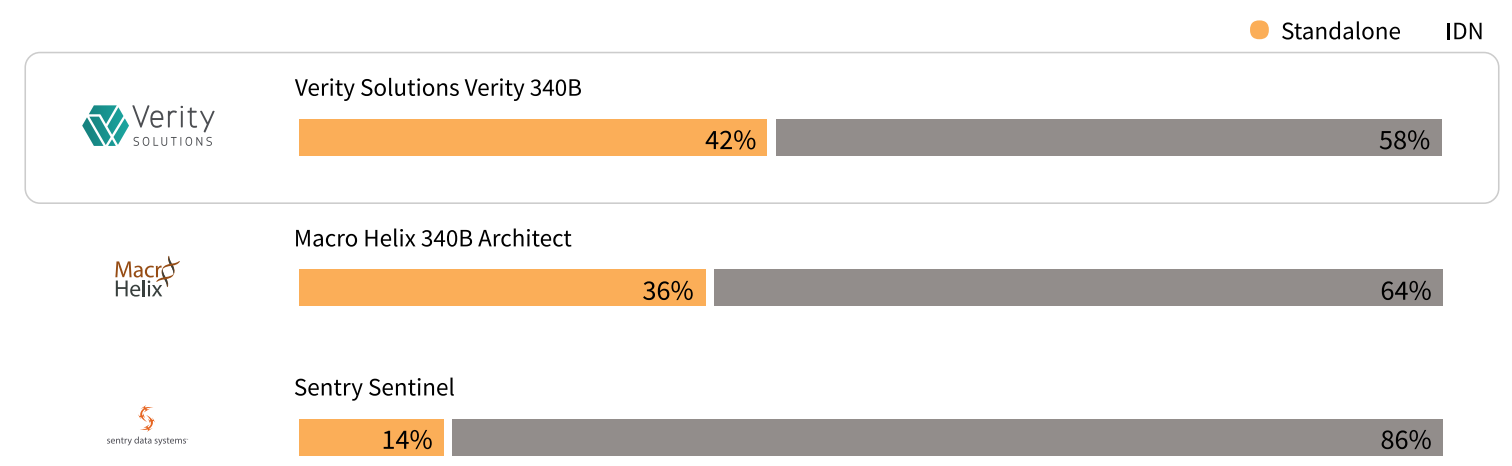
Service & Support



Score Distribution



Facility Type



Comments

Verity Solutions Verity 340B

Functionality and Upgrades



Director

Functionality and Upgrades

Verity Solutions has been great to work with. Verity 340B's screens and interactivity are user friendly.



Jan 2018



Director

Functionality and Upgrades

We initially looked at this software before Verity Solutions bought the platform. Verity Solutions' platform is the latest and greatest in this space for screens, reports, and interfacing. It is so much nicer than other platforms.



Jan 2018



Manager

Functionality and Upgrades

Verity 340B is the best. I think a lot of people would say that Macro Helix's product is the best, but I would be willing to put Verity Solutions' product up against that. When we went live with the product, it was raw. From a user standpoint and 340B compliance standpoint, it is great.



Oct 2017



Director

Functionality and Upgrades

Verity 340B is very user friendly and easy to use. It is intuitive. Even with minimal instructions, users get an idea of how to work it. To move around the data or to find the data are relatively easy tasks. Doing our jobs using the software doesn't require that we have a great degree of computer expertise. Verity 340B is fantastic. Our institution is not that technologically savvy or advanced. Verity Solutions is always one step ahead of us, and we are actually trying to catch up to be as savvy as they are.



Aug 2017



Manager

Functionality and Upgrades

Verity Solutions' new platform is very nice. It is comparable to what I have seen from Sentry. Verity 340B is very easy to use. It is an intuitive system in that users just know where to click because it is very transparent. We can look at the accumulations on the screen and see all the dispenses that made that accumulation number by clicking on it. So, for instance, if we are ever wondering why we can order only 10 insulin, we can click down to that level of detail and see what was dispensed. The system makes it easy for us to find whether there were any issues with the dispensing quantities because we can view that data.



May 2017

Verity Solutions Verity 340B

Relationship



Director

Relationship

We did an RFP between several vendors, and Verity Solutions made the best offer. They have proven themselves with their customer service. I have a direct line to their CEO, and I can call him directly about anything at any time. I can't speak highly enough about that.



Jan 2018



Manager

Relationship

Verity Solutions is very open to feedback and ideas for enhancements. Their communication is good. We talk with George Puckett often. I have nothing bad to say about Verity Solutions. We have a great relationship with them. With Verity Solutions, I would go through the implementation and switching vendors over again.



Oct 2017

Verity Solutions Verity 340B

Service and Support



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.



Jan 2018



Director

Service and Support

Verity Solutions is very good at support. They are on the West Coast, but we can still call them early and still get someone who can solve problems and answer questions. We don't have any lag with support. We don't have to wait for Verity Solutions to find somebody who knows what to do.



Jan 2018



Analyst/Coordinator

Service and Support

Verity Solutions has a portal where we can make suggestions and complaints. We tell them what we think, and they make changes.



Jan 2018



Manager

Service and Support

Our account representative meets with me every two weeks rather than monthly because we decided that that would be the most beneficial for us at this point in the game. That person sends me reports weekly; that is good. I get all of the information I need summarized right in front of me, and I send the report to the financial people. In the past, I had to put that information together myself.



Nov 2017



Manager

Service and Support

Verity Solutions is always willing to work with us. If they don't know the answer, they are willing to find out why and help resolve the problem. If a solution is possible, they will make it happen. If they can't do something, they come back and give us a reason why. With our previous system, when we had questions for the vendor, they would respond that the system wasn't capable or that they didn't know how to answer our question. Sometimes they wouldn't respond at all. We talk to Verity Solutions weekly. I haven't come across anyone at Verity Solutions that is not willing to help.



Oct 2017



Manager

Service and Support

With Verity Solutions, there has been flexibility. If I have any issues, I can reach my account manager. There is also a community-access service we can use to ask for advice and questions. I have multiple ways to get help. Even our sales contact is available if needed.



Oct 2017

Verity Solutions Verity 340B

Implementation and Training



Director

Implementation and Training

Verity 340B is very easy to use. We used a train-the-trainer process. Verity Solutions trained me, and I trained the pharmacists. The system has a very nice test platform. Things look just like they do in production. The training was top notch. We did the training over the phone and through video conferences, and the length of time for the training was more than enough. People could probably learn the product in half an hour.



Jan 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

Verity Solutions Verity 340B

Sales and Contracting



Director

Sales and Contracting

Verity Solutions has a nice fee structure. We pay a monthly fee, and we paid a start-up fee. Those are really the only fees we have had.



Jan 2018

Verity Solutions Verity 340B

Technology



Director

Technology

Information flows well between Verity 340B and our database. Compared to other systems, Verity 340B is very cost effective. We can access the system from home and from other devices, and that is nice.



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

Verity Solutions Verity 340B

ROI / Cost (care and feeding)



Analyst/Coordinator

ROI / Cost (care and feeding)

Verity Solutions does not nickel-and-dime us. Their prices are very reasonable. They even audit our other systems for us at a relatively reasonable price.



Nov 2017

Verity Solutions Verity 340B

Interfacing and Integration



Manager

Interfacing and Integration

We are happy with Verity Solutions. Our implementation went well, and we liked the vendor's training. Also, Verity 340B does exactly what it is supposed to do. It works really well with our other system, and that is what we wanted.



Nov 2017

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.



