

February 5, 2019

PRODUCT COMPARISON

REPORT

2019

Verity 340B

Macro Helix 340B Architect
Sentry Sentinel



Copyright ©2019 KLAS Research, All rights reserved.

This report was created by KLAS for George Puckett - Verity Solutions on Tuesday, February 05, 2019. Scores and comments will change as new evaluations are added to the database and old evaluations expire. Information in this report should not be relied upon more than six months beyond the date retrieved. KLAS encourages providers to rate products, offer feedback, monitor products, and review full segment reports by registering for a complimentary account at KLASresearch.com.

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.

This promotional use report allows vendors to share product performance ratings with healthcare providers. It allows the individual generating the report to share product comparisons of their choosing. KLAS recommends that providers visit www.KLASresearch.com to access current research or to see the rest of the market segment by creating an account. Contact KLAS via email at info@KLASresearch.com for assistance with any questions you or your organization may have regarding this report, market segment, or KLAS in general.

This information is provided under copyright by KLAS Enterprises, LLC and is intended to be shared as a promotional report by the generator's organization with a third party. Unauthorized users will be liable to compensate KLAS for the full retail price.

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.

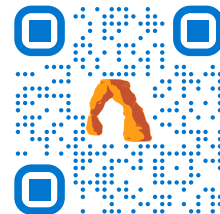
What We Do.

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



Average for 340B Management Systems **74.4**

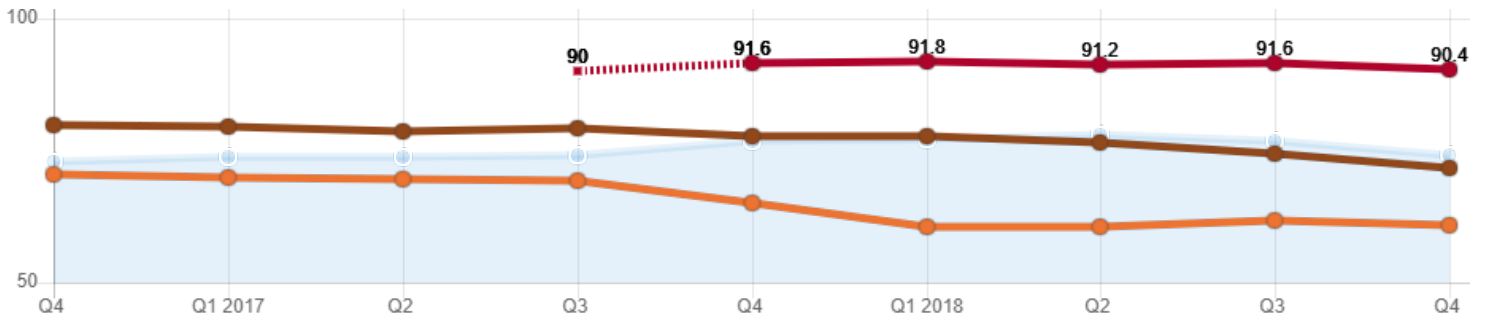


Software Average for KLAS Rated Products **81.2**

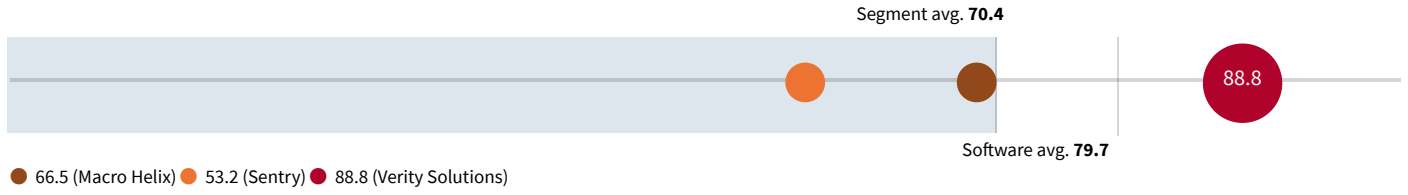
Overall Score Trending (2 Years)

● Macro Helix ● Seg. Avg ● Sentry ● Verity Solutions

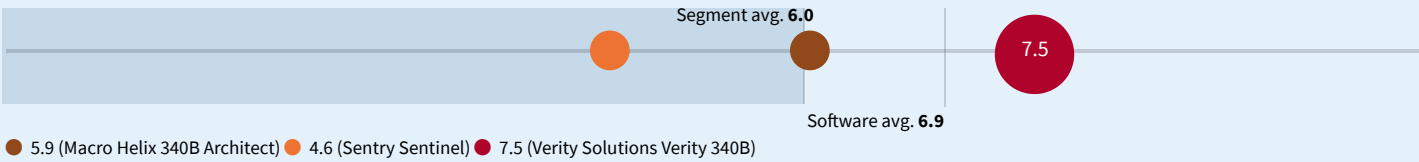
■ Limited Data



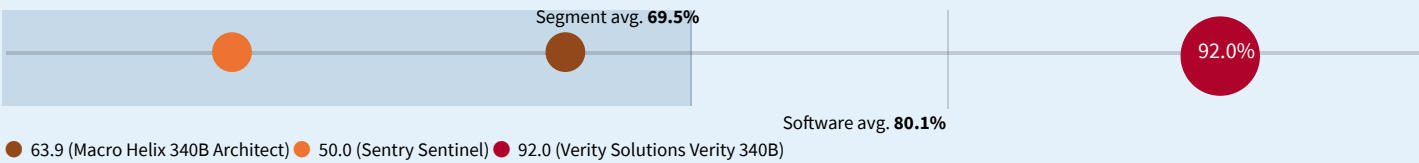
Score Breakdown (2 Years)



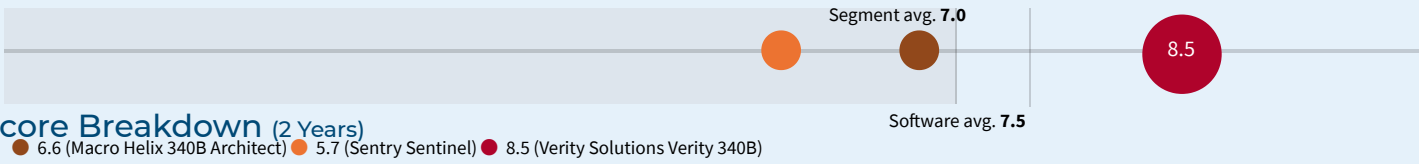
Proactive service (1-9)



Keeps ALL promises (Yes|No)



Product works as promoted (1-9)



Score Breakdown (2 Years)

● 6.6 (Macro Helix 340B Architect) ● 5.7 (Sentry Sentinel) ● 8.5 (Verity Solutions Verity 340B)

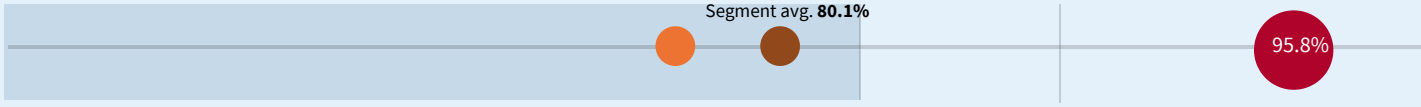
Segment avg. 75.8



72.1 (Macro Helix) 65.4 (Sentry) 90.7 (Verity Solutions)

Part of long-term plans (Yes|No)

Segment avg. 80.1%



77.3 (Macro Helix 340B Architect) 73.7 (Sentry Sentinel) 95.8 (Verity Solutions Verity 340B)

Would you buy again (Yes|No)

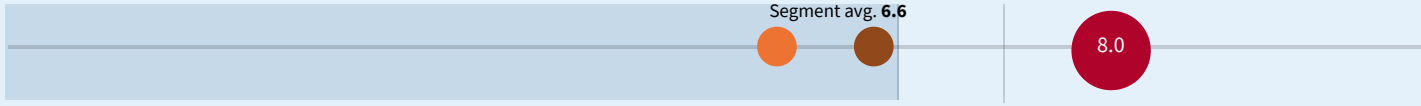
Segment avg. 72.9%



68.2 (Macro Helix 340B Architect) 60.0 (Sentry Sentinel) 88.5 (Verity Solutions Verity 340B)

Overall satisfaction (1-9)

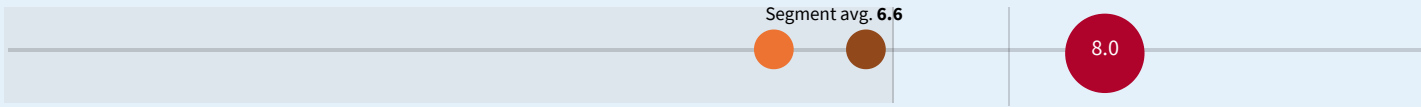
Segment avg. 6.6



6.3 (Macro Helix 340B Architect) 5.7 (Sentry Sentinel) 8.0 (Verity Solutions Verity 340B)

Likely to recommend (1-9)

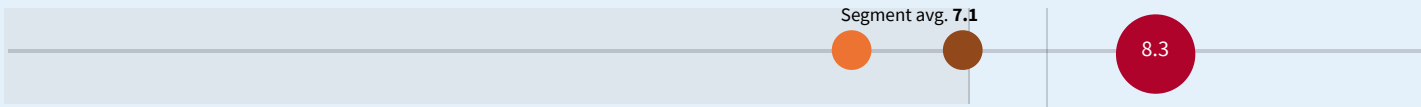
Segment avg. 6.6



6.3 (Macro Helix 340B Architect) 5.7 (Sentry Sentinel) 8.0 (Verity Solutions Verity 340B)

Forecasted overall satisfaction (1-9)

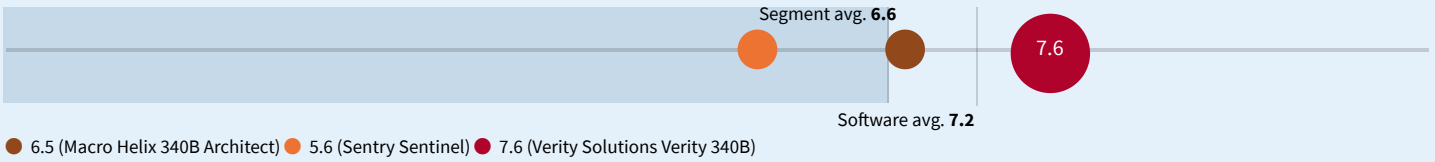
Segment avg. 7.1



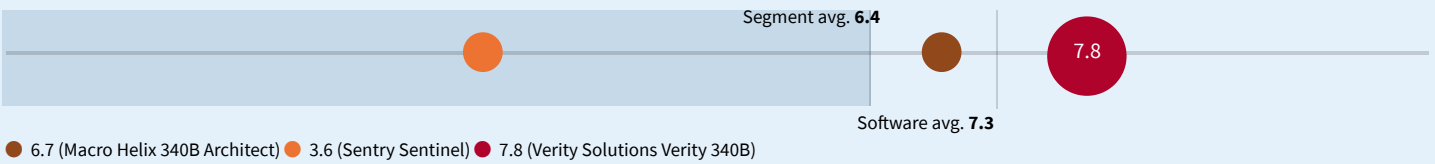
6.9 (Macro Helix 340B Architect) 6.2 (Sentry Sentinel) 8.3 (Verity Solutions Verity 340B)



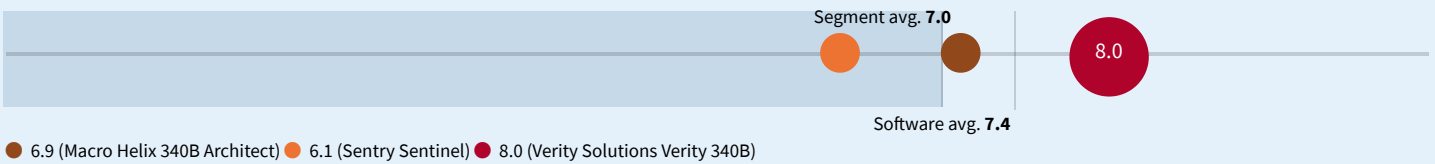
Quality of training (1-9)



Quality of implementation (1-9)

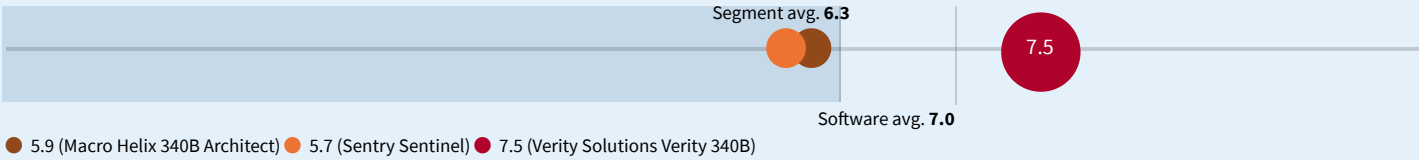


Ease of use (1-9)

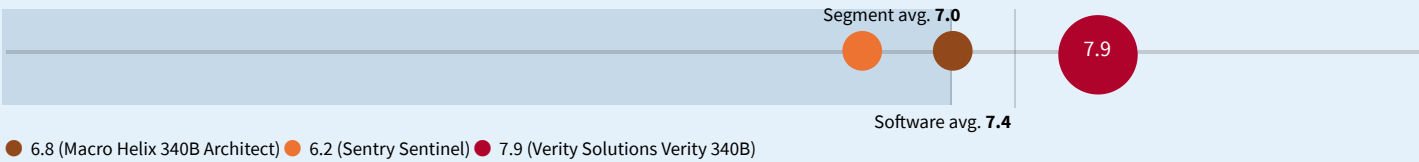




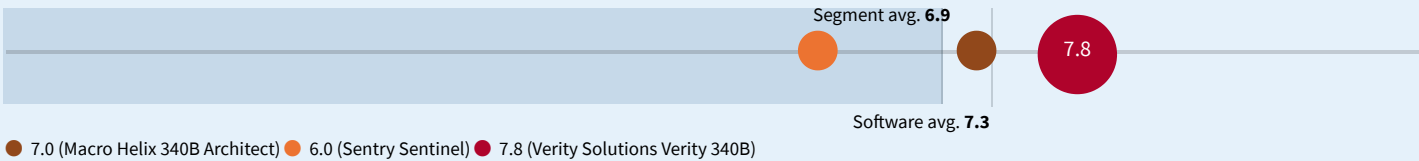
Delivery of new technology (1-9)



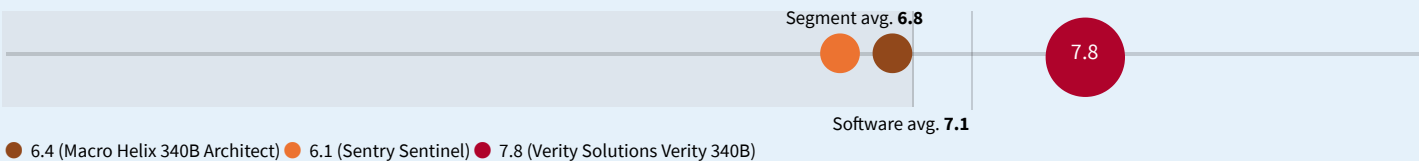
Overall product quality (1-9)



Supports integration goals (1-9)



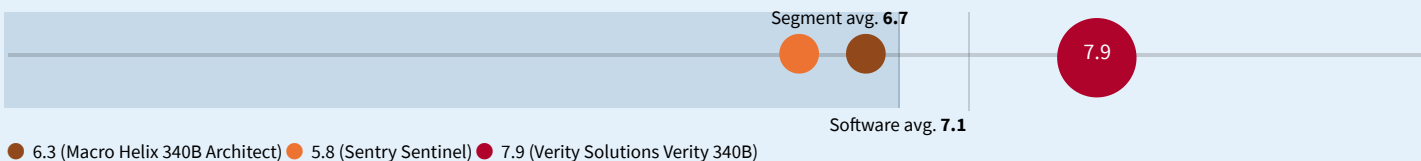
Product has needed functionality (1-9)



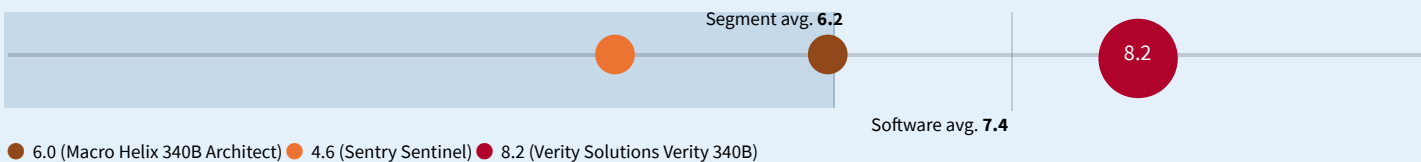
Relationship



Vendor executive involvement (1-9)



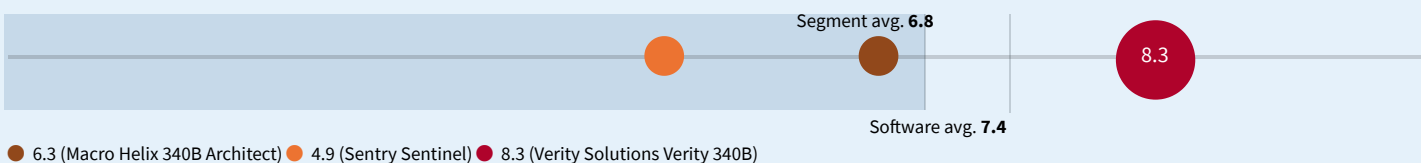
Quality of support (1-9)



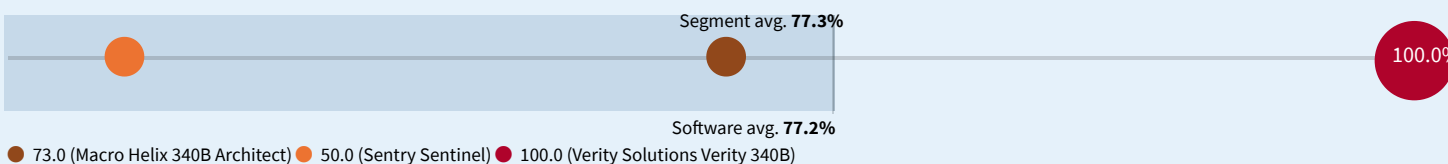
Value



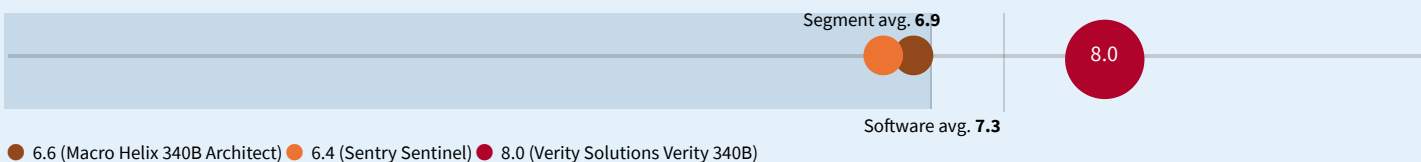
Money's worth (1-9)



Avoids charging for every little thing (Yes|No)



Drives Tangible Outcomes (1-9)



Comments

Verity Solutions Verity 340B

 67 % 10 % 23 %

Verity Solutions Verity 340B

Relationship



Director

Relationship

I like Verity 340B. We were with another vendor previously, and Verity Solutions is worlds better. I like my representative. My representative is very efficient and pulls reports for me. Verity Solutions is good about emailing me reports, even if I could get them myself if I wanted to.

★★★★★ | ★ | ★★★★★

Sep 2018



Director

Relationship

Verity Solutions does what they promise, and they do a good job. We have received our money's worth. I received everything that was promised on time. I didn't get hassled by salespeople. Information is available if I want to learn more about other products.

★★★★★ | ★ | ★★★★★

May 2018



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



Analyst/Coordinator

Relationship

The account managers we worked with is the most amazing person at Verity Solutions. The manager was very experienced with 340B and spent extra time explaining everything to us. The manager had great ideas and knew what would work well for us. Working with this individual made the whole process amazing. The salespeople were okay, but that account manager was fantastic and would definitely be the reason why we would purchase the product again in a heartbeat.

N/A

Feb 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

Verity Solutions Verity 340B

ROI / Cost (care and feeding)

Director

ROI / Cost (care and feeding)

Verity 340B

Verity Solutions' charge structure is really nice. It is a monthly structure, but we have a corporate account with Verity Solutions. They work with me to make sure that Verity Solutions is in both the biggest and smallest hospitals and that they are affordable for all of those ranges. Working with them has been a very good experience. There is no extra fee other than the monthly fee. Sometimes we cause them to do extra work, like with the implementation, and there is usually a fee associated with that, but it is always up front. There is nothing behind the scenes that we are surprised about.

★★★★★|★|★★★★☆

Feb 2019



Director

ROI / Cost (care and feeding)

A benefit of using Verity Solutions is that they shoulder most of the daily management of the product. Verity 340B allows us to split things in our pharmacy inventory management. It has provided us with huge cost savings within our pharmacy. We never experience surprises, and Verity Solutions' field representatives are on-site or are available to us on a regular basis. Verity 340B has been a wise investment for us.

★★★★★|★|★★★★☆

Jan 2019



Analyst/Coordinator

ROI / Cost (care and feeding)

Verity Solutions is good at not charging for every little thing. The fees that we have are contracted. We have an on-site Verity Solutions person, and what we are charge for is already in the contract.

N/A

Feb 2018

Verity Solutions Verity 340B

Implementation and Training



Director

Implementation and Training

I am familiar with a lot of IT systems, and Verity Solutions' go-live was one of the smoothest that we had. That was because of the resources that Verity Solutions had. Even when things go wrong, Verity Solutions has the people behind them to solve the issue quickly. The support has been really helpful. Verity Solutions always has a workaround so that they aren't leaving us completely stranded. We actually had an issue with one of our sites that we didn't realize was there until the first day. Verity Solutions was able to find a way to reverse everything without having to do any manual work. Our experience was smooth from that time forward. The website problem was our issue, not Verity Solutions' issue.

★★★★★|★|★★★★☆

Feb 2019



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



Director

Implementation and Training

The implementation of the split-billing side of Verity 340B went wonderfully. The project manager from Verity Solutions was just perfect. That person anticipated all kinds of things. On the contract-pharmacy side, things weren't quite as smooth, and the project manager was not as good.

N/A

Apr 2018



Director

Service and Support

Verity 340B is a very good system. They have very good resources. They have people that will answer our questions and are available. The person is not always the same. With smaller companies, there comes a point in which one person is the expert. I could probably call five people right now and get a good answer from each person. That is unheard of.

★★★★★ | ★ | ★★★★★☆

Feb 2019



Director

Service and Support

I very much like working with the sales team. My account manager from Verity Solutions has been excellent and more helpful than the operations people. I seem to be able to get more done when working with my account manager than when working with the operations people.

★★★★★ | ★ | ★★★★★☆

Jan 2019



Manager

Service and Support

I use both Verity 340B and another system, and I am more impressed with Verity 340B than the other system. I am specifically impressed with Verity Solutions' customer service. Whenever I have an issue, the person I end up talking to almost always knows what I am talking about. If the person doesn't have an answer, he or she will find someone who does have an answer. When I put in a ticket with the other vendor, they don't understand my request no matter how much information I provide.

★★★★★ | ★ | ★★★★★★

Jan 2019



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



Director

Service and Support

As far as the proactive service goes, we have biweekly meetings with our representative, who actively reviews the things going across the accumulator and identifies issues with our multipliers. Those meetings are very valuable to us.

★★★★★ | ★ | ★★★★★☆

Apr 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

Verity Solutions Verity 340B Functionality and Upgrades



Analyst/Coordinator

Functionality and Upgrades

It is a great value for us to have an analyst or 340B personnel who spot-checks and does some maintenance. Dedicating a part-timer to this work might not get us the bang for our buck. We have lots of team members on-site who can double-check things once in a while. And if we work with the software, it is a great value.

N/A

Feb 2018

Verity Solutions Verity 340B Sales and Contracting



Director

Sales and Contracting

Everything with Verity 340B definitely works as advertised.



Feb 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.

