KLAS First Look

uPerform
by ANCILE

DISRUPTING TRADITIONAL SOFTWARE TRAINING

KLAS
RESEARCH

Separating fact from fiction

uPerform

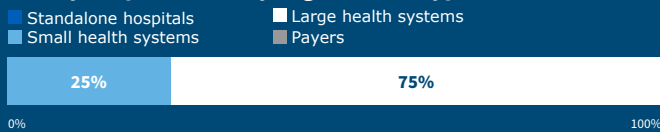## ANCILE Customer Experience: An Initial Look

Why This First Look?
When clinicians can effectively use their EMR, quality of care increases, costs decrease, and clinician satisfaction improves. ANCILE's digital learning platform—uPerform—helps clinicians save time by providing targeted training, help buttons, and links within EMR workflows. This report provides a first look at the uPerform customer experience.
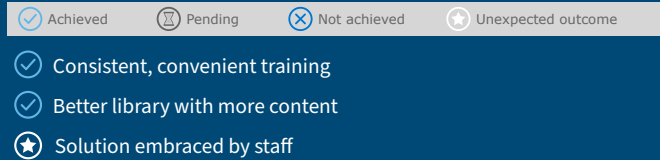
Number of Customers Interviewed by KLAS
8 individuals from 8 unique organizations

Survey Respondents—by Organization Type (n=8)
- ■ Standalone hospitals
- □ Large health systems
- ■ Small health systems
- ■ Payers

25%	75%

0%   100%

Outcomes Expected by Customers

⊘ Achieved	⧗ Pending	⊗ Not achieved	★ Unexpected outcome

- ⊘ Consistent, convenient training
- ⊘ Better library with more content
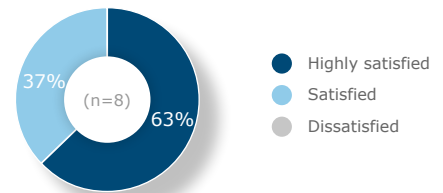- ★ Solution embraced by staff
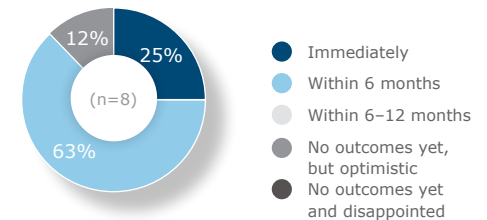
Bottom Line
Respondents say uPerform has helped standardize training materials, and they appreciate the convenience of being able to train on-demand. Other strengths include the EMR integration and ANCILE's professional and responsive staff. Some clients would like additional features or customizations to be added to improve their experience. One respondent said creating content requires more technical involvement than expected.

Overall Customer Satisfaction

(n=8)
- 63% ● Highly satisfied
- 37% ● Satisfied
- ● Dissatisfied

Time to See Outcomes

(n=8)
- 25% ● Immediately
- 63% ● Within 6 months
- ○ Within 6–12 months
- 12% ● No outcomes yet, but optimistic
- ● No outcomes yet and disappointed

ANCILE Performance (1–9 scale)

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend
A- (n=7)	**A-** (n=8)	**A+** (n=7)	**A+** (n=8)

Grading Scale

A+ = 8.55–9.0	C = 6.39–6.74
A = 8.19–8.54	C- = 6.12–6.38
A- = 7.92–8.18	D+= 5.85–6.11
B+= 7.65–7.91	D = 5.49–5.84
B = 7.29–7.64	D- = 5.22–5.48
B- = 7.02–7.28	F = <5.22
C+= 6.75–7.01	

Of 8 respondents, 100% would buy again.

Adoption of Key Functionality

uPerform Feature/Service	Rapidly generate various forms of "how-to" content (e.g., tip sheets, simulations)	Create centralized repository for all learning content, including content created outside of uPerform (e.g., internal policy documentation, Epic's "It's Possible" videos)	Access relevant help directly in the application	Provide clinicians a comprehensive, searchable, browsable learning portal with content available on-demand	Automatically filter for most relevant content
Percentage of respondents achieving/validating (n=8)	100%	100%	88%	88%	88%

Strengths

- Standardized training materials and processes
- Vendor is responsive and receptive to feedback
- Integration with EMR

"ANCILE Solutions' web service integrates with our EMR and allows us to push that content out based on end users' role templates and the departments that they are logged in to in our EMR. They are seeing content that is curated specifically for their role and their department that they are logged in to. We are definitely looking for that reduction in production time. The big seller there is the integration with our EMR." —Manager

Opportunities

- Customers want additional features to enhance experience
- Users with little technical experience can encounter a learning curve

"We need some enhancements to the end-user website. There is very limited customization that I can do on that. I would love to have message board functionality. I would love to have the ability to not just post documents but also edit headers or add in some last-minute notices to end users from that perspective. The website is very static." —Manager

KLAS' Points to Ponder

Mike Davis
HCIT market research and analysis expert with 40+ years of experience

The Positives
uPerform is an integrated eLearning solution that can support enterprise application training with standardized content. Integrating uPerform into an application's workflow provides an organization with a virtual at-the-elbow trainer who can reduce training time while keeping users at the highest level of application proficiency. Content access is specific to user roles and departments.

Organizations should consider the following:

The Solution's Long-Term Viability in Healthcare
Cloud platforms that support eLearning events executed from application workflows will become critical requirements for healthcare organizations as the market transitions to value-based care. Solutions that improve efficiency by standardizing content creation and management will excel. uPerform is used by half of the Fortune 100 companies, which bodes well for the vendor's long-term viability.

Impacts and Tradeoffs of the Underlying Technology
uPerform has a cloud architecture and security protocols that enable high levels of performance and stability. This solution does not capture or use patient data and does not require HIPAA compliance. Single sign-on and authentication processes accommodate ease of access and use. Integration is supported with FHIR. This platform is well designed to support long-term use.

eLearning Standardization and Governance
Most healthcare organizations have one or more eLearning solutions in their environments. As eLearning becomes a critical component of educating employees for value-based care delivery transformations, it will be important to standardize the eLearning environment. Solutions that integrate into application workflows will reduce training costs while improving application proficiency. The ability to reuse existing content is also beneficial.

Accommodating Several Content Formats
Training environments need to support several different content types. Organizations need to evaluate their training approaches to identify content that supports ease of use and application comprehension. Providing a video of screen selections for order entry will likely be more effective than text-based instructions. However, videos are more expensive to develop and maintain.

ANCILE: Company Profile at a Glance

Year founded: 2010

Years in healthcare: 5

Headquarters: Elkridge, MD

Number of employees: 91

Number of customers: 22 health systems in the US and Europe

Revenue model: License based on user count and number of supported applications; multi-year contracts billed annually

Eric Grosgogeat,
CEO

How would customers describe your services?
uPerform is changing the way software training has traditionally been conducted for health systems. Our digital learning platform prepares and guides organizations through rollouts, upgrades, and procedural changes for applications like Epic, Cerner, Infor, MEDITECH, Workday, Oracle, and ServiceNow with tools supporting the creation, management, and delivery of training content. We offer:

- Content creation: Rapid content-creation tools increase authoring efficiency and help organizations transition to hybrid learning.
- Content management: A single training library, which centralizes content from various sources, guarantees help is found and consumed quickly.
- Content delivery: On-demand educational materials available in the workflow ensure content reaches end users, helping to build proficiency and increase satisfaction with the software.

What are uPerform's biggest differentiators?
An independent ROI study found that organizations leveraging uPerform for their complex software training increased operational efficiency, realized a reduction in training costs, and improved speed to proficiency for end users. Hobson & Company quantified the time and cost savings by conducting in-depth interviews with ANCILE clients, who reported the potential for:

- 45% reduction in time away from the job for learners
- 50% reduction in time spent authoring and administering content
- 40% reduction in number of help desk calls per year

REPORT INFORMATION

Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS's best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to klasresearch.com/faq.

Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.

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Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

For more information about KLAS, please visit our website:

www.KLASresearch.com

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