

Black Book™ Market Research 2018 Client Satisfaction Survey



Information Technology Advisors and Consultants CLOUD & INFRASTRUCTURE MIGRATION TRANSFORMATION

Survey Period: Q1 2018 – Q3 2018



Black Book™ annually evaluates leading health care/medical software and service providers across 18 operational excellence key performance indicators completely from the perspective of the client experience. Independent and unbiased from vendor and consultant firm influence, more than 600,000 healthcare IT users are invited to contribute to various annual customer satisfaction polls. Suppliers also encourage their clients to participate to produce current and objective customer service data for buyers, analysts, investors, consultants, competitive suppliers and the media.

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SURVEY SUMMARY

| HOSPITAL & HEALTH SYSTEMS CONSULTANT PROJECTS IN DEMAND | |
|--|------------|
| Providers: Select four of the highest prioritized engagements at your healthcare organization by end of 2020. | |
| KEY: SELECT TOP 5 CONSULTANT ENGAGEMENT DEMAND BY ALL SURVEYED HEALTHCARE ORGANIZATIONS HIGHLIGHTED 2018-2020 | |
| Accountable Care/Value Based Care | 37% |
| Accounts Receivable Transformation | 22% |
| Cybersecurity Assessments/Programs | 15% |
| Claim Processing & Collections | 9% |
| Cost Containment & ERP/Supply Chain | 16% |
| Decision Support, Business Intelligence, AI, Analytics | 39% |
| Interim Leadership | 3% |
| Network Development & Alignment | 15% |
| Patient Access Review | 14% |
| Payer Contract Negotiations | 12% |
| Performance Improvement, Productivity, Benchmarks | 10% |
| EHR Technology Optimization | 59% |
| Consumerism, Patient Engagement | 24% |
| Software Implementations & Training | 36% |
| RCM or Financial Division Reorganization | 20% |
| RCM or VBC Staff Assessment & Re-training | 13% |
| RCM Outsourcing Evaluation | 22% |
| Regulatory/Government Regs/Compliance | 17% |
| Reimbursement Reform Initiatives | 11% |
| Population Health Engagements | 12% |
| Strategic RCM Review | 32% |
| Strategy & Financial Modeling | 29% |
| Transform Care Delivery/Clinical Integrations/IoT | 27% |
| Vendor/Software/Outsourcers Performance & Selection | 18% |

PREFERRED CONSULTANT/ADVISOR CATEGORIES

Which consultancy would your organization likely evaluate for a next generation technology or systems transformation advisement in the next 18 months (select two most likely to be in short list of first/most urgent engagements forecasted)

TOP ADVISOR TYPES PREFERRED FOR ENGAGEMENT SELECTION: CHOOSE THREE

| | |
|---|-----|
| Big 4 or International Management Consultants (Examples: EY, Deloitte, KPMG, PWC, Bain, Boston Consulting, McKinsey) | 49% |
| General/Global IT Management Consulting Firm (Examples: Capgemini, Atos, Accenture) | 29% |
| Group Purchasing or Shared Services Organization Consultants (Example: Premier, Vizient, HealthTrust) | 4% |
| Independent/Boutique or Small Practice | 15% |
| Large PHM VBC RCM Centric Expertise Advisory Firm (Example: Lumeris, Evolent, Change Healthcare, Optum) | 39% |
| Single Consultant/Freelancer/Network of Freelancers | 9% |
| Outsourcing IT Advisory Division (Examples: Cognizant, GAVS, Infosys, Wipro, TCS, HCL) | 10% |
| EHR/HIT Software Vendor | 9% |
| Professional Membership Organization/Other | 2% |

NEW ADVISOR ENGAGEMENTS (EXECUTED IN LAST 12-18 MONTHS)

| STATUS OF HOSPITAL IMPROVEMENTS AFTER CONSULTANT ENGAGEMENT | | |
|--|----------------|-----------------|
| Situation/Insight | After 6 months | After 12 Months |
| Still in New User/Client Survival Mode | 60% | 13% |
| Cannot customize or implement further due to staffing issues/turnover since engagement | 53% | 9% |
| Realized Measurable ROI | 17% | 78% |
| Will not maximize software (external issues) | 92% | 80% |
| Cannot integrate network technologies or alignment (internal issues) | 64% | 48% |
| Limited data building and underutilized features post solution implementation engagement | 92% | 84% |
| Mastered basic and intermediate tasks per consultants so that return on investment is being realized | 64% | 87% |

Source: Black Book™

OVERALL TOP CONSULTANTS AND ADVISORS BY CLIENT ORGANIZATION (COMPREHENSIVE ADVISORY)

| 2018 TOP RANKED BY USER SATISFACTION/ CLIENT EXPERIENCE | COMMUNITY & RURAL HOSPITALS UNDER 150 BEDS | LARGE HOSPITALS & ACADEMIC MEDICAL CENTERS OVER 151 BEDS | SPECIALTY HOSPITALS CHILDREN'S, REHAB, PSYCHIATRIC, LTC | HOSPITAL SYSTEM, CHAINS, IDNs, AND ACOs | PHYSICIAN PRACTICES & GROUPS/CLINICS |
|--|--|---|--|---|--|
| ADVISOR | COGNIZANT | GAVS | ACCENTURE | GAVS | COGNIZANT |

SURVEY PARTICIPATION: HEALTHCARE TECHNOLOGY CONSULTANTS & TRANSFORMATION ADVISORS

| RESPONDENT TITLE (INCLUDES CURRENT/PAST/PROSPECTIVE CLIENTS 2017-2018) | TOTAL |
|--|--------------|
| CEO or Administrator/Executive Director, ACO Executive/VP/ Sr VP | 229 |
| CFO or Finance Director/Manager | 158 |
| CIO or IT Director/Manager, Support Technology/Specialist | 181 |
| Chief Medical Officer/Physician Executive | 91 |
| Nursing Leader/Director/Manager/VP | 170 |
| Quality Leader/Director/Manager/VP | 79 |
| Chief Operating Officer | 131 |
| Other (Includes Board Members, Corporate Officers, Clinical and Financial Staff) | 361 |
| Corporate Development, Strategy and Planning Executive | 67 |
| TOTAL | 1,467 |

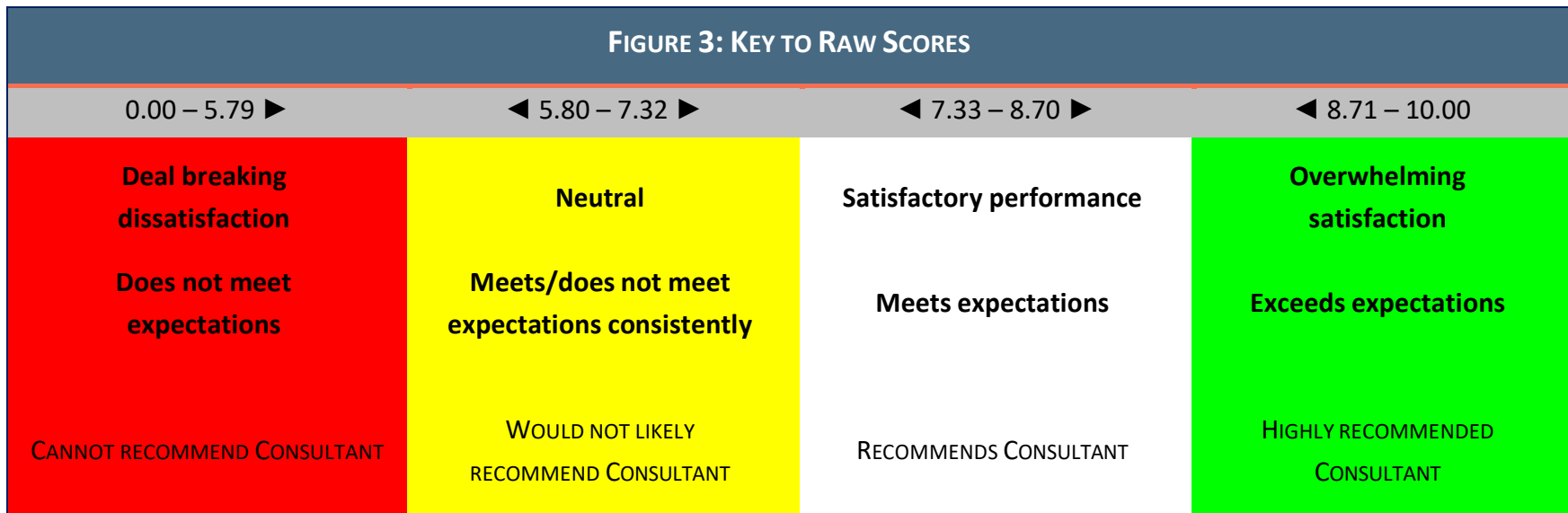
FIGURE 2: RAW SCORE COMPILATION AND SCALE OF REFERENCE

Black Book raw score scales

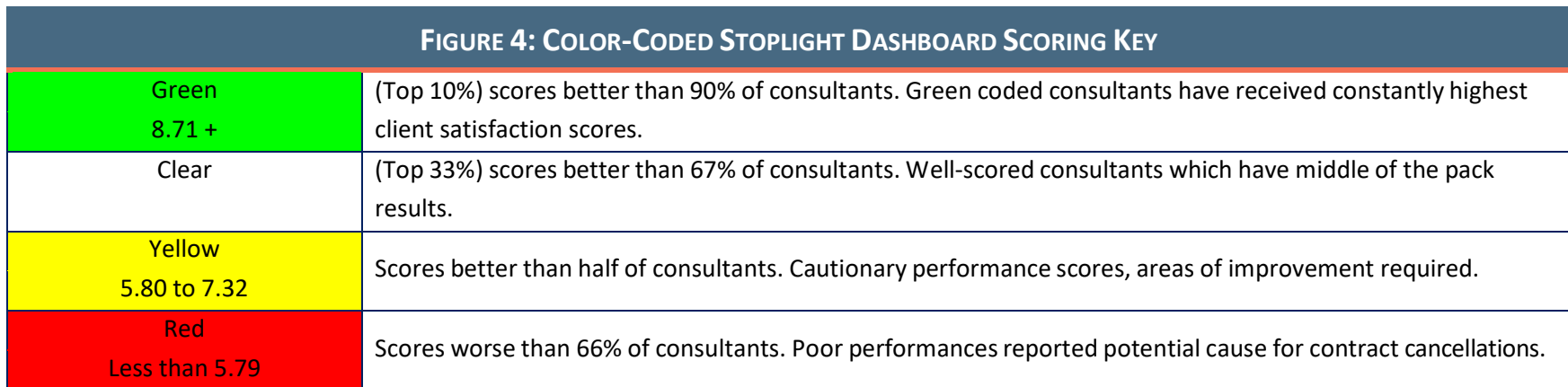
1 = Deal breaking dissatisfaction ◀ ▶ 10 = Exceeds all expectations

Source: *Black Book Rankings*

Individual consultants can be examined by specific indicators on each of the main client provider types of consultants as well as grouped and summarized subsets. Details of each subset are contained so that each advisory may be analyzed by function and consultant services collectively.



Source: Black Book



Source: Black Book

HEALTHCARE IT ADVISORS & CONSULTING FIRMS

BLACK BOOK METHODOLOGY

How the data sets are collected

Black Book collects ballot results on 20 performance areas of operational excellence to rate consultants. The gathered data are subjected immediately to an internal and external audit to verify completeness and accuracy and to make sure the respondent is valid while ensuring that the anonymity of the client company is maintained. During the audit, each data set is reviewed by an external third party freelance or outsourced firm. In this way, Black Book's clients can clearly see how a consultant is truly performing. The 20 criteria on operational excellence are subdivided by the client's industry, market size, engagement type, geography and function outsourced and reported accordingly.

The healthcare IT consultant and advisory survey was originally developed by the founder of Black Book Market Research LLC in 2010 in association with the research firm Cross Tab Marketing and was updated annually with Century Software, Narola Research, Harbor Development and Fowler & Associates, all independent companies with no affiliation, ownership or interest in Black Book or the vendors and consultants it surveys. Participants were invited to submit client ratings through Black Book's mobile application surveys, online survey sites and call centers. Black Book also solicits participation through various professional organizations, media outlets and independent blogs such as HisTalk2.com TrueSample and RelevantID, now Imperium, were utilized to monitor respondents and DCMA.org, McAfee Secure Site and Register.com are engaged to keep the survey secure and to protect the integrity of the data, all unaffiliated with vendors and consultants named in the surveys. Black Book screens responses to identify fraudulent votes, which are eliminated from the final tallies. Respondents are asked to rate consultants on a 0-10 rating scale, 0 being deal-breaking dissatisfaction and 10 being exceeding all expectations on 20 unique key performance indicators. Scores shown have been rounded to the nearest hundredth of a point. In the event of a true tie, top rated consultants will share the same ranking. In most survey sets, respondents could also rate optional characteristics and provide other relevant information which are not included in the overall scores. A minimum number of responses is necessary for a consultant firm or vendor to be eligible for inclusion in the Black Book ratings. Some firms are eligible to be rated in multiple categories; they are scored individually and independently for each category.

Understanding the statistical confidence of Black Book data

Statistical confidence for each performance rating is based upon the number of organizations scoring the electronic medical and health records service. Black Book identifies data confidence by one of several means:

- Top-10-ranked advisors must have a minimum of ten unique clients represented. Broad categories require a minimum of 20 unique client ballots. Data that are asterisked (*) represent a sample size below required limits and are intended to be used for tracking purposes only, not ranking purposes. Performance data for an asterisked vendor or consulting services can vary widely until a larger sample size is achieved. The margin of error can be very large, and the reader is responsible for considering the possible current and future variation (margin of error) in the Black Book performance score reported.
- Consultant firms with over 20 unique client votes are eligible for top 10 rankings and are assured to have highest confidence and lowest variation. Confidence increases as more organizations report on their consultant. Data reported in this form are shown with a 95% confidence level (within a margin of 0.25, 0.20 or 0.15, respectively).
- Raw numbers include the quantity of completed surveys and the number of unique organizations contributing the data for the survey pool of interest.
- The top services consultants in all KPIs with an overall score per KPI exceeds 8.71 out of 10.00 in each KPI is recognized as the leader or top ranked consulting firm per category.

Who participates in the Black Book Ranking process

Over 40,000 stakeholders and clients from hospital and medical practice executives, clinicians, IT specialists and front-line implementation veterans are invited to participate in the 2018 annual Black Book consultants and advisory firm initiative satisfaction surveys. Non-invitation receiving participants must complete a verifiable profile, utilize valid corporate email address and are then included as well. The Black Book survey web instrument is open to respondents and new participants each year at <http://blackbookrankings.com> and mobile applications from iTunes and GooglePlay. Only one ballot per corporate email address is permitted per category of engagement and changes of ballots during the open polling period require a formal email request process to ensure integrity.

The members of professional healthcare associations, media outlets, journal subscribers, and returning participants with previous identification verifications are among those invited to surveys. Individuals and provider management can register as new participants on mobile applications and online polling instruments. Ballots are validated through two independent survey verification services software companies before being included in the scoring process.

Additionally, 3,104 about-to-be clients and those in the selection phases of consultancy engagements answered questions about budgeting, firm familiarity and selection processes but current non-client ballots are not counted in the advisory ranking process of client satisfaction.

OVERALL KEY PERFORMANCE INDICATOR LEADERS CLOUD & INFRASTRUCTURE MIGRATION TRANSFORMATION

SUMMARY OF CRITERIA OUTCOMES: OVERALL PERFORMANCE

| SUMMARY OF CRITERIA OUTCOMES, OVERALL ADVISORS & CONSULTANTS | | |
|--|-----------------|--------------|
| Total Number One Criteria Ranks | Consulting Firm | Overall Rank |
| 14 | GAVS | 1 |
| 4 | COGNIZANT | 2 |
| 2 | ACCENTURE | 3 |

Source: Black Book 2018

RANKED CONSULTING FIRM PERFORMANCE

2018 KEY INDICATORS

OVERALL TOP FIRM PERFORMANCES CLOUD & INFRASTRUCTURE MIGRATION TRANSFORMATION

| TOP SCORE PER INDIVIDUAL CRITERIA CLOUD & INFRASTRUCTURE MIGRATION TRANSFORMATION | | |
|--|-----------|--------------|
| Question/Criteria | Advisors | Overall Rank |
| Level of Advisor Subject Matter Management Consultant Experience | GAVS | 1 |
| Client Outcomes and Improvements | GAVS | 1 |
| Capability Enhancements for Client | GAVS | 1 |
| Advisor Domain and Body of Knowledge | GAVS | 1 |
| Advisor Industry-Specific Qualifications | GAVS | 1 |
| Spectrum of Subject Matter or Category-Specific Functions | COGNIZANT | 2 |
| Governance & Service Management Solutions | GAVS | 1 |
| Strategic Technology & Services Options & Delivery Alternatives | ACCENTURE | 3 |
| Vendor Agnostic, Integrity, Objectivity, Experience with Multiple solutions | GAVS | 1 |
| Innovations in Consultative Approaches | COGNIZANT | 2 |
| Scalability, Flexibility, Pricing and Customization | COGNIZANT | 2 |
| Breath of Firm Experience through Initiative Lifecycle | GAVS | 1 |
| Marginal Value Adds | COGNIZANT | 2 |
| Relationship Support and Client Care | GAVS | 1 |
| Trust, Reliability, Transparency and Confidentiality | GAVS | 1 |
| Firm Viability and Management Stability | ACCENTURE | 3 |
| Return-On-Investment, Engagement Deliverables & Quality | GAVS | 1 |
| Speed and Efficiency of Engagement Deployment | GAVS | 1 |
| Best-of-Breed, Client Process Improvement | GAVS | 1 |
| Marketing, Sales and Brand Recognition of Advisors | GAVS | 1 |

Source: Black Book Rankings, 2018

INDIVIDUAL KEY PERFORMANCE: CLOUD & INFRASTRUCTURE MIGRATION TRANSFORMATION

| Healthcare Technology Consultants and Advisors | | | | | | | | | | | | | | | | | | | | | | |
|--|----------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| RANK | ADVISORY FIRM | Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 | Q10 | Q11 | Q12 | Q13 | Q14 | Q15 | Q16 | Q17 | Q18 | Q19 | Q20 | MEAN |
| 1 | GAVS | 9.79 | 9.63 | 9.46 | 9.82 | 9.73 | 9.34 | 9.59 | 9.48 | 9.46 | 9.57 | 9.53 | 9.81 | 9.71 | 9.71 | 9.62 | 9.67 | 9.64 | 9.72 | 9.68 | 9.63 | 9.63 |
| 2 | COGNIZANT | 9.59 | 9.19 | 9.41 | 9.28 | 9.15 | 9.70 | 9.38 | 9.38 | 9.39 | 9.77 | 9.61 | 9.20 | 9.86 | 9.36 | 9.57 | 9.08 | 9.46 | 9.67 | 8.98 | 8.95 | 9.40 |
| 3 | ACCENTURE | 9.23 | 8.60 | 9.30 | 9.30 | 9.15 | 9.51 | 9.25 | 9.53 | 9.13 | 9.75 | 9.55 | 9.11 | 9.78 | 9.20 | 9.34 | 9.70 | 7.99 | 9.03 | 9.02 | 8.93 | 9.22 |
| 4 | CONCENTO | 9.07 | 8.42 | 9.02 | 9.33 | 9.21 | 8.72 | 9.08 | 8.22 | 9.38 | 8.19 | 7.99 | 9.18 | 9.38 | 9.50 | 8.43 | 8.93 | 9.61 | 8.43 | 8.94 | 8.47 | 8.88 |
| 5 | THE HCI GROUP | 8.24 | 8.73 | 8.89 | 9.25 | 8.40 | 8.33 | 9.32 | 8.53 | 9.14 | 9.11 | 8.19 | 8.26 | 9.73 | 7.96 | 8.51 | 9.10 | 8.47 | 9.52 | 8.33 | 8.73 | 8.74 |
| 6 | DELOITTE | 8.48 | 8.95 | 5.99 | 7.79 | 8.34 | 7.19 | 7.84 | 8.63 | 9.28 | 8.33 | 8.72 | 8.06 | 9.30 | 9.44 | 8.40 | 8.97 | 8.38 | 9.05 | 8.65 | 8.30 | 8.40 |
| 7 | IDEXCEL | 8.50 | 7.24 | 6.18 | 7.90 | 8.15 | 8.96 | 7.69 | 7.93 | 8.62 | 7.77 | 7.91 | 8.83 | 7.73 | 8.25 | 8.22 | 9.07 | 8.20 | 8.72 | 9.13 | 9.18 | 8.21 |
| 8 | IBM SILICUS | 8.35 | 6.82 | 6.29 | 7.37 | 9.17 | 9.36 | 9.30 | 7.03 | 9.24 | 8.28 | 7.73 | 8.84 | 7.72 | 5.92 | 8.09 | 8.96 | 8.15 | 9.56 | 9.14 | 8.69 | 8.20 |
| 9 | ORACLE | 8.34 | 7.22 | 5.78 | 7.44 | 7.99 | 9.10 | 7.38 | 8.06 | 9.23 | 7.09 | 7.36 | 8.29 | 7.28 | 6.36 | 8.58 | 8.94 | 8.08 | 6.78 | 8.65 | 7.49 | 7.77 |
| 10 | CARETECH | 7.21 | 6.37 | 6.83 | 5.14 | 7.54 | 8.65 | 8.78 | 6.90 | 9.10 | 9.22 | 6.08 | 7.07 | 6.50 | 8.19 | 5.65 | 5.10 | 8.72 | 9.51 | 8.63 | 8.74 | 7.50 |
| 11 | SCALABLE | 7.44 | 6.29 | 5.47 | 7.34 | 8.41 | 7.17 | 7.84 | 8.79 | 7.27 | 6.97 | 5.92 | 8.19 | 6.06 | 7.38 | 5.17 | 5.31 | 7.87 | 7.33 | 7.30 | 8.48 | 7.10 |
| 12 | CAPGEMINI | 7.15 | 5.20 | 5.86 | 7.07 | 8.20 | 7.29 | 6.77 | 6.13 | 8.66 | 6.11 | 5.60 | 6.67 | 5.58 | 8.51 | 8.56 | 7.00 | 6.08 | 6.13 | 6.35 | 7.87 | 6.84 |
| 13 | BMC | 7.28 | 5.56 | 5.14 | 7.68 | 5.63 | 7.82 | 7.79 | 8.14 | 8.04 | 5.64 | 7.34 | 4.28 | 7.86 | 8.28 | 5.05 | 9.04 | 6.75 | 5.02 | 8.39 | 8.17 | 6.95 |
| 14 | YASH | 6.96 | 6.38 | 4.83 | 7.85 | 7.68 | 7.41 | 6.19 | 7.71 | 7.02 | 8.04 | 6.62 | 5.31 | 4.96 | 5.54 | 8.21 | 5.23 | 6.04 | 9.24 | 7.15 | 9.01 | 6.87 |
| 15 | FUJITSU | 7.60 | 5.58 | 5.20 | 7.28 | 8.45 | 6.89 | 7.77 | 9.17 | 6.94 | 5.37 | 6.12 | 5.84 | 5.40 | 5.87 | 5.35 | 7.87 | 6.13 | 5.40 | 7.16 | 8.34 | 6.69 |
| 16 | KPMG | 7.04 | 7.17 | 5.26 | 5.88 | 7.77 | 7.66 | 6.13 | 9.10 | 7.11 | 4.91 | 4.89 | 6.56 | 7.22 | 6.16 | 7.40 | 4.78 | 5.51 | 5.57 | 7.45 | 8.67 | 6.61 |
| 17 | CSI CONSULTING | 6.89 | 6.33 | 5.77 | 7.94 | 8.44 | 6.12 | 5.53 | 8.10 | 5.69 | 6.06 | 5.13 | 5.86 | 5.48 | 4.77 | 8.03 | 4.93 | 5.67 | 5.14 | 6.97 | 7.84 | 6.33 |
| 18 | HCL | 6.34 | 6.67 | 5.85 | 7.86 | 5.59 | 7.76 | 5.10 | 5.04 | 7.83 | 5.31 | 4.83 | 7.30 | 5.22 | 8.43 | 5.00 | 5.11 | 4.87 | 4.61 | 7.35 | 7.47 | 6.18 |
| 19 | WIPRO | 6.20 | 7.16 | 5.21 | 7.96 | 5.25 | 5.80 | 4.93 | 5.89 | 7.00 | 5.91 | 5.57 | 6.02 | 7.86 | 4.68 | 5.32 | 5.55 | 4.95 | 5.87 | 6.83 | 8.01 | 6.10 |
| 20 | INFOSYS | 6.88 | 6.44 | 5.89 | 8.03 | 7.88 | 5.42 | 6.32 | 5.61 | 6.13 | 4.77 | 5.71 | 5.48 | 6.31 | 5.02 | 4.94 | 5.17 | 5.13 | 4.48 | 7.90 | 8.09 | 6.08 |

INDIVIDUAL KEY PERFORMANCE: CLOUD & INFRASTRUCTURE MIGRATION TRANSFORMATION

Healthcare IT Consultants & Advisors

Q1. Level of Advisory expertise on subject matter, recognized as experts in the subject matter initiative

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|---------------|---------------------------|------------------------|---|--|-------------|
| 1 | GAVS | 9.83 | 9.75 | 9.78 | 9.79 | 9.79 |
| 2 | COGNIZANT | 9.59 | 9.77 | 9.52 | 9.48 | 9.59 |
| 3 | ACCENTURE | 9.29 | 9.48 | 9.36 | 8.79 | 9.23 |
| 4 | DDDD | 8.78 | 9.55 | 9.17 | 8.77 | 9.07 |
| 5 | IDEXCEL | 8.28 | 7.87 | 9.28 | 8.58 | 8.50 |
| 6 | DELOITTE | 8.67 | 8.17 | 8.77 | 8.30 | 8.48 |
| 7 | IBM SILICUS | 8.45 | 8.19 | 8.88 | 7.88 | 8.35 |
| 8 | ORACLE | 8.50 | 8.00 | 8.00 | 8.87 | 8.34 |
| 9 | THE HCI GROUP | 7.38 | 8.90 | 7.81 | 8.85 | 8.24 |
| 10 | FUJITSU | 7.27 | 7.77 | 7.98 | 7.36 | 7.60 |

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Healthcare IT Consultants & Advisors

Q2. Engagement Innovation Measured by Client Outcomes and Improvements

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|---------------|---------------------------|------------------------|---|--|-------------|
| 1 | GAVS | 9.25 | 9.63 | 9.85 | 9.79 | 9.63 |
| 2 | COGNIZANT | 9.00 | 8.87 | 9.14 | 9.73 | 9.19 |
| 3 | DELOITTE | 8.96 | 8.77 | 9.07 | 8.99 | 8.95 |
| 4 | THE HCI GROUP | 8.38 | 9.38 | 8.96 | 8.18 | 8.73 |
| 5 | ACCENTURE | 8.85 | 8.82 | 8.08 | 8.65 | 8.60 |
| 6 | CONCENTO | 8.07 | 8.38 | 8.32 | 8.92 | 8.42 |
| 7 | ORACLE | 6.28 | 7.88 | 7.19 | 7.51 | 7.22 |
| 8 | IBM SILICUS | 6.90 | 8.00 | 6.28 | 6.09 | 6.82 |
| 9 | YASH | 6.60 | 6.23 | 6.40 | 6.28 | 6.38 |
| 10 | CARETECH | 6.13 | 6.19 | 6.55 | 6.60 | 6.37 |

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Healthcare IT Consultants & Advisors

Q3. Training and Learning: Imparted client capability enhancements to client from consultant expertise and training initiatives

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|---------------|---------------------------|------------------------|---|--|-------------|
| 1 | GAVS | 9.37 | 9.55 | 9.43 | 9.49 | 9.46 |
| 2 | COGNIZANT | 9.38 | 9.65 | 9.37 | 9.25 | 9.41 |
| 3 | ACCENTURE | 9.15 | 9.68 | 8.97 | 9.39 | 9.30 |
| 4 | CONCENTO | 8.89 | 9.15 | 9.17 | 8.85 | 9.02 |
| 5 | THE HCI GROUP | 9.10 | 8.39 | 9.49 | 8.58 | 8.89 |
| 6 | CARETECH | 7.99 | 7.08 | 5.85 | 6.41 | 6.83 |
| 7 | IBM SILICUS | 5.83 | 6.19 | 5.50 | 7.62 | 6.29 |
| 8 | IDEXCEL | 5.88 | 6.77 | 6.97 | 5.09 | 6.18 |
| 9 | DELOITTE | 8.80 | 3.27 | 5.70 | 6.19 | 5.99 |
| 10 | CAPGEMINI | 5.95 | 5.90 | 5.60 | 5.98 | 5.86 |

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Healthcare IT Consultants & Advisors

Q4. Advisor Domain of provider and relevant payer operations (Clinical and Operational) and healthcare IT body of Knowledge

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|---------------|---------------------------|------------------------|---|--|-------------|
| 1 | GAVS | 9.83 | 9.85 | 9.80 | 9.78 | 9.82 |
| 2 | CONCENTO | 9.39 | 8.98 | 9.39 | 9.57 | 9.33 |
| 3 | ACCENTURE | 9.27 | 9.68 | 9.10 | 9.16 | 9.30 |
| 4 | COGNIZANT | 9.50 | 9.40 | 9.28 | 8.93 | 9.28 |
| 5 | THE HCI GROUP | 9.40 | 9.10 | 9.43 | 9.06 | 9.25 |
| 6 | IDEXCEL | 7.99 | 8.87 | 8.31 | 6.41 | 7.90 |
| 7 | YASH | 7.76 | 8.02 | 7.97 | 7.63 | 7.85 |
| 8 | DELOITTE | 7.72 | 7.73 | 7.81 | 7.90 | 7.79 |
| 9 | BMC | 7.42 | 7.82 | 8.02 | 7.45 | 7.68 |
| 10 | ORACLE | 6.93 | 7.74 | 7.49 | 7.60 | 7.44 |

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INDIVIDUAL KEY PERFORMANCE: CLOUD & INFRASTRUCTURE MIGRATION TRANSFORMATION

Healthcare IT Consultants & Advisors

Q5. Advisor's Healthcare Industry-specific qualifications as demonstrated by past and current healthcare provider client list and engagement successes

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|--------------------|---------------------------|------------------------|---|--|-------------|
| 1 | GAVS | 9.76 | 9.72 | 9.65 | 9.80 | 9.73 |
| 2 | CONCENTO | 9.27 | 9.14 | 9.07 | 9.36 | 9.21 |
| 3 | IBM SILICUS | 9.35 | 9.10 | 9.05 | 9.18 | 9.17 |
| 4 | COGNIZANTB | 9.03 | 9.39 | 9.03 | 9.15 | 9.15 |
| 5 | ACCENTURE | 9.77 | 8.50 | 9.03 | 9.30 | 9.15 |
| 6 | FUJITSU | 8.10 | 8.17 | 8.50 | 9.01 | 8.45 |
| 7 | SCALABLE SOLUTIONS | 7.85 | 7.99 | 8.39 | 9.39 | 8.41 |
| 8 | THE HCI GROUP | 8.58 | 8.25 | 8.68 | 8.10 | 8.40 |
| 9 | DELOITTE | 8.10 | 7.64 | 8.71 | 8.89 | 8.34 |
| 10 | CAPGEMINI | 8.02 | 8.43 | 8.26 | 8.08 | 8.20 |

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Healthcare IT Consultants & Advisors

Q6. Spectrum of healthcare category specific functions with immediate impact on evolving issues (Value Based Care, Analytics, ICD-10, Patient Engagement, Accountable Care, etc.)

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|---------------|---------------------------|------------------------|---|--|-------------|
| 1 | COGNIZANT | 9.82 | 9.74 | 9.79 | 9.43 | 9.70 |
| 2 | ACCENTURE | 9.64 | 9.29 | 9.52 | 9.57 | 9.51 |
| 3 | IBM SILICUS | 9.54 | 8.91 | 9.43 | 9.54 | 9.36 |
| 4 | GAVS | 9.50 | 9.44 | 9.30 | 9.12 | 9.34 |
| 5 | ORACLE | 8.11 | 8.42 | 7.66 | 9.03 | 8.31 |
| 6 | IDEXCEL | 9.55 | 8.93 | 9.03 | 8.34 | 8.96 |
| 7 | CARETECH | 8.97 | 8.66 | 9.55 | 7.42 | 8.65 |
| 8 | CONCENTO | 9.64 | 9.03 | 7.53 | 8.66 | 8.72 |
| 9 | THE HCI GROUP | 9.13 | 9.14 | 8.72 | 6.31 | 8.33 |
| 10 | BMC | 8.05 | 8.18 | 7.57 | 7.49 | 7.82 |

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Healthcare IT Consultants & Advisors

Q7. Expertise with Financial Team Governance and organizational structure/human resource deployment

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|--------------------|---------------------------|------------------------|---|--|-------------|
| 1 | GAVS | 9.45 | 9.89 | 9.79 | 9.21 | 9.59 |
| 2 | COGNIZANTB | 9.71 | 9.14 | 9.23 | 9.44 | 9.38 |
| 3 | THE HCI GROUP | 8.99 | 9.63 | 9.55 | 9.11 | 9.32 |
| 4 | IBM SILICUS | 9.33 | 9.63 | 9.12 | 9.13 | 9.30 |
| 5 | ACCENTURE | 9.13 | 9.42 | 8.92 | 9.54 | 9.25 |
| 6 | CONCENTO | 8.11 | 9.54 | 9.11 | 9.54 | 9.08 |
| 7 | CARETECH | 8.91 | 7.89 | 8.89 | 9.41 | 8.78 |
| 8 | SCALABLE SOLUTIONS | 7.21 | 9.12 | 8.14 | 6.89 | 7.84 |
| 9 | BMC | 8.21 | 8.13 | 7.28 | 7.54 | 7.79 |
| 10 | FUJITSU | 7.78 | 8.00 | 7.20 | 8.11 | 7.77 |

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Healthcare IT Consultants & Advisors

Q8. Strategic Customizations, Delivery of Specialized Engagements unique to client needs; expanded Delivery options

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|--------------------|---------------------------|------------------------|---|--|-------------|
| 1 | ACCENTURE | 9.77 | 9.78 | 9.04 | 9.54 | 9.53 |
| 2 | GAVS | 9.81 | 9.43 | 9.36 | 9.31 | 9.48 |
| 3 | COGNIZANT | 9.44 | 9.77 | 8.98 | 9.34 | 9.38 |
| 4 | FUJITSU | 9.09 | 9.13 | 9.33 | 9.13 | 9.17 |
| 5 | SCALABLE SOLUTIONS | 8.72 | 9.43 | 8.54 | 8.48 | 8.79 |
| 6 | DELOITTE | 8.91 | 9.55 | 8.92 | 7.14 | 8.63 |
| 7 | THE HCI GROUP | 9.04 | 8.12 | 8.08 | 8.89 | 8.53 |
| 8 | CONCENTO | 9.77 | 9.12 | 7.68 | 6.31 | 8.22 |
| 9 | YASH | 8.18 | 7.98 | 7.17 | 7.52 | 7.71 |
| 10 | IBM SILICUS | 7.18 | 6.81 | 7.03 | 7.09 | 7.03 |

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Q9. Vendor Agnostic identification and transparent selection processes, High Values and Integrity, Objectivity in advisement.

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|---------------|---------------------------|------------------------|---|--|-------------|
| 1 | GAVS | 9.69 | 9.60 | 9.17 | 9.37 | 9.46 |
| 2 | COGNIZANT | 9.04 | 9.09 | 9.71 | 9.73 | 9.39 |
| 3 | CONCENTO | 9.61 | 9.32 | 8.97 | 9.62 | 9.38 |
| 4 | DELOITTE | 9.43 | 9.49 | 8.78 | 9.43 | 9.28 |
| 5 | IBM SILICUS | 9.49 | 9.06 | 9.09 | 9.33 | 9.24 |
| 6 | III | 8.82 | 9.08 | 9.70 | 9.32 | 9.23 |
| 7 | THE HCI GROUP | 9.18 | 9.13 | 8.81 | 9.43 | 9.14 |
| 8 | ACCENTURE | 8.96 | 9.07 | 8.89 | 9.60 | 9.13 |
| 9 | CARETECH | 9.00 | 9.15 | 9.16 | 9.07 | 9.10 |
| 10 | IDEXCEL | 7.87 | 8.91 | 8.67 | 9.01 | 8.62 |

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Healthcare IT Consultants & Advisors

Q10. Innovations in Consultative Approaches as demonstrated through technological interoperability between client systems, interfaces/integrations and innovative deliverables tailored specifically to each client. Big Data, Artificial Intelligence and Analytics are implemented to enhance the client deliverable.

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|---------------|---------------------------|------------------------|---|--|-------------|
| 1 | COGNIZANT | 9.71 | 9.81 | 9.79 | 9.77 | 9.77 |
| 2 | ACCENTURE | 9.79 | 9.74 | 9.65 | 9.81 | 9.75 |
| 3 | GAVS | 9.46 | 9.63 | 9.50 | 9.69 | 9.57 |
| 4 | CARETECH | 9.32 | 8.91 | 9.54 | 9.09 | 9.22 |
| 5 | THE HCI GROUP | 9.44 | 9.17 | 9.04 | 8.77 | 9.11 |
| 6 | DELOITTE | 8.83 | 8.33 | 7.25 | 8.89 | 8.33 |
| 7 | IBM SILICUS | 8.91 | 9.54 | 6.54 | 8.13 | 8.28 |
| 8 | CONCENTO | 8.13 | 7.99 | 7.91 | 8.74 | 8.19 |
| 9 | YASH | 7.67 | 8.91 | 7.46 | 8.13 | 8.04 |
| 10 | IDEXCEL | 6.74 | 9.55 | 8.46 | 6.34 | 7.77 |

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Healthcare IT Consultants & Advisors

Q11. Scalability, Flexibility in Pricing and Ability to place/retain stable consultant talent for the length of the engagement

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|---------------|---------------------------|------------------------|---|--|-------------|
| 1 | COGNIZANT | 9.76 | 9.86 | 9.47 | 9.36 | 9.61 |
| 2 | ACCENTURE | 9.03 | 9.76 | 9.70 | 9.71 | 9.55 |
| 3 | GAVS | 9.16 | 9.78 | 9.83 | 9.35 | 9.53 |
| 4 | DELOITTE | 8.75 | 8.95 | 8.74 | 8.45 | 8.72 |
| 5 | THE HCI GROUP | 8.30 | 8.05 | 8.44 | 7.95 | 8.19 |
| 6 | CONCENTO | 7.65 | 7.17 | 8.56 | 8.58 | 7.99 |
| 7 | IDEXCEL | 8.52 | 7.77 | 7.91 | 7.45 | 7.91 |
| 8 | IBM SILICUS | 8.12 | 7.41 | 7.47 | 7.93 | 7.73 |
| 9 | ORACLE | 7.35 | 7.70 | 7.82 | 6.56 | 7.36 |
| 10 | BMC | 8.05 | 6.28 | 6.86 | 8.16 | 7.34 |

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Healthcare IT Consultants & Advisors

Q12. Breadth of Firm and Staff experience evidenced by on-site advisement at time or source of client issue/situation

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|--------------------|---------------------------|------------------------|---|--|-------------|
| 1 | GAVS | 9.86 | 9.68 | 9.77 | 9.93 | 9.81 |
| 2 | COGNIZANT | 9.07 | 9.04 | 9.58 | 9.11 | 9.20 |
| 3 | CONCENTO | 9.43 | 8.95 | 9.35 | 8.97 | 9.18 |
| 4 | ACCENTURE | 9.41 | 9.08 | 9.58 | 8.36 | 9.11 |
| 5 | THE HCI GROUP | 7.97 | 9.47 | 9.08 | 8.97 | 8.87 |
| 6 | IBM SILICUS | 9.13 | 8.76 | 9.04 | 8.43 | 8.84 |
| 7 | IDEXCEL | 8.47 | 8.67 | 8.94 | 9.25 | 8.83 |
| 8 | ORACLE | 8.07 | 8.96 | 7.93 | 8.20 | 8.29 |
| 9 | THE HCI GROUP | 9.07 | 8.27 | 7.93 | 7.76 | 8.26 |
| 10 | SCALABLE SOLUTIONS | 7.76 | 8.18 | 8.48 | 8.35 | 8.19 |

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Q13. Marginal Value Adds

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|---------------|---------------------------|------------------------|---|--|-------------|
| 1 | COGNIZANT | 9.86 | 9.88 | 9.82 | 9.87 | 9.86 |
| 2 | ACCENTURE | 9.82 | 9.83 | 9.71 | 9.77 | 9.78 |
| 3 | THE HCI GROUP | 9.66 | 9.76 | 9.75 | 9.73 | 9.73 |
| 4 | GAVS | 9.58 | 9.89 | 9.75 | 9.62 | 9.71 |
| 5 | CONCENTO | 9.48 | 8.95 | 9.68 | 9.41 | 9.38 |
| 6 | DELOITTE | 9.53 | 9.33 | 9.36 | 8.96 | 9.30 |
| 7 | BMC | 8.45 | 8.03 | 8.08 | 6.89 | 7.86 |
| 8 | IDEXCEL | 8.10 | 8.07 | 6.60 | 8.16 | 7.73 |
| 9 | IBM SILICUS | 7.76 | 8.02 | 8.65 | 6.46 | 7.72 |
| 10 | ORACLE | 7.13 | 7.06 | 7.59 | 7.32 | 7.28 |

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Q14. Relationship, Client Account Management Program, Client Care and Responsiveness

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|--------------------|---------------------------|------------------------|---|--|-------------|
| 1 | GAVS | 9.47 | 9.70 | 9.75 | 9.93 | 9.71 |
| 2 | CONCENTO | 9.06 | 9.85 | 9.63 | 9.45 | 9.50 |
| 3 | DELOITTE | 9.13 | 9.59 | 9.68 | 9.37 | 9.44 |
| 4 | COGNIZANT | 9.74 | 9.35 | 8.95 | 9.39 | 9.36 |
| 5 | ACCENTURE | 8.76 | 8.53 | 9.71 | 9.78 | 9.20 |
| 6 | CAPGEMINI | 8.76 | 8.93 | 8.75 | 7.61 | 8.51 |
| 7 | BMC | 8.97 | 7.61 | 8.08 | 8.46 | 8.28 |
| 8 | CARETECH | 7.58 | 8.98 | 8.16 | 8.02 | 8.19 |
| 9 | THE HCI GROUP | 8.49 | 8.12 | 7.65 | 7.58 | 7.96 |
| 10 | SCALABLE SOLUTIONS | 7.50 | 7.54 | 7.00 | 7.46 | 7.38 |

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Q15. Accountability, Trust, Reliability and Confidentiality

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|---------------|---------------------------|------------------------|---|--|-------------|
| 1 | GAVS | 9.71 | 9.51 | 9.51 | 9.75 | 9.62 |
| 2 | COGNIZANT | 9.70 | 9.20 | 9.73 | 9.64 | 9.57 |
| 3 | ACCENTURE | 9.44 | 9.47 | 9.50 | 8.93 | 9.34 |
| 4 | ORACLE | 8.00 | 8.09 | 9.15 | 9.09 | 8.58 |
| 5 | CAPGEMINI | 8.97 | 8.34 | 7.78 | 9.16 | 8.56 |
| 6 | THE HCI GROUP | 8.32 | 8.83 | 8.08 | 8.82 | 8.51 |
| 7 | CONCENTO | 8.76 | 9.15 | 7.32 | 8.47 | 8.43 |
| 8 | DELOITTE | 7.70 | 9.03 | 9.14 | 7.73 | 8.40 |
| 9 | IDEXCEL | 8.79 | 7.89 | 8.05 | 8.14 | 8.22 |
| 10 | YASH | 8.22 | 7.94 | 9.15 | 7.51 | 8.21 |

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Q16. Consultant Firm Viability and Senior Management Stability

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|---------------|---------------------------|------------------------|---|--|-------------|
| 1 | ACCENTURE | 9.64 | 9.70 | 9.84 | 9.62 | 9.70 |
| 2 | GAVS | 9.77 | 9.42 | 9.73 | 9.74 | 9.67 |
| 3 | THE HCI GROUP | 8.77 | 8.89 | 9.28 | 9.45 | 9.10 |
| 4 | COGNIZANT | 9.18 | 9.10 | 9.78 | 8.27 | 9.08 |
| 5 | IDEXCEL | 9.85 | 9.39 | 8.07 | 8.95 | 9.07 |
| 6 | BMC | 8.89 | 9.28 | 8.98 | 9.00 | 9.04 |
| 7 | DELOITTE | 8.74 | 9.17 | 9.25 | 8.71 | 8.97 |
| 8 | IBM SILICUS | 9.21 | 9.06 | 9.40 | 8.18 | 8.96 |
| 9 | ORACLE | 9.00 | 8.90 | 8.80 | 9.07 | 8.94 |
| 10 | CONCENTO | 9.42 | 8.93 | 8.50 | 8.87 | 8.93 |

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Q17. Return on Investment, True Engagement Deliverables, Quality of Recommendations

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|---------------|---------------------------|------------------------|---|--|-------------|
| 1 | GAVS | 9.59 | 9.53 | 9.76 | 9.67 | 9.64 |
| 2 | CONCENTO | 9.70 | 9.77 | 9.53 | 9.45 | 9.61 |
| 3 | COGNIZANT | 9.35 | 9.45 | 9.50 | 9.54 | 9.46 |
| 4 | CARETECH | 9.12 | 8.68 | 7.90 | 9.19 | 8.72 |
| 5 | THE HCI GROUP | 9.03 | 8.78 | 8.09 | 7.99 | 8.47 |
| 6 | DELOITTE | 8.05 | 9.00 | 8.53 | 7.92 | 8.38 |
| 7 | IDEXCEL | 7.77 | 8.87 | 8.00 | 8.14 | 8.20 |
| 8 | IBM SILICUS | 7.65 | 8.70 | 7.31 | 8.93 | 8.15 |
| 9 | ORACLE | 8.87 | 8.87 | 7.06 | 7.50 | 8.08 |
| 10 | ACCENTURE | 7.60 | 7.77 | 8.17 | 8.42 | 7.99 |

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Q18. Speed and Efficiency of Consultant Engagement processes, Timeliness of Milestone achievement and Recommendations for Improvements

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|---------------|---------------------------|------------------------|---|--|-------------|
| 1 | GAVS | 9.78 | 9.85 | 9.69 | 9.55 | 9.72 |
| 2 | COGNIZANT | 9.72 | 9.70 | 9.79 | 9.47 | 9.67 |
| 3 | IBM SILICUS | 9.64 | 9.57 | 9.60 | 9.43 | 9.56 |
| 4 | THE HCI GROUP | 9.19 | 9.66 | 9.50 | 9.71 | 9.52 |
| 5 | CARETECH | 9.68 | 9.69 | 9.58 | 9.08 | 9.51 |
| 6 | YASH | 9.08 | 9.37 | 8.92 | 9.59 | 9.24 |
| 7 | DELOITTE | 8.91 | 8.87 | 9.02 | 9.39 | 9.05 |
| 8 | ACCENTURE | 9.09 | 9.07 | 8.85 | 9.11 | 9.03 |
| 9 | IDEXCEL | 8.15 | 9.00 | 8.87 | 8.85 | 8.72 |
| 10 | CONCENTO | 7.59 | 8.76 | 8.79 | 8.59 | 8.43 |

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Q19. Best-of-Breed technology and process improvement tools employed by Consultants in process of client advisement

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|---------------|---------------------------|------------------------|---|--|-------------|
| 1 | GAVS | 9.78 | 9.85 | 9.69 | 9.55 | 9.72 |
| 2 | COGNIZANT | 9.72 | 9.70 | 9.79 | 9.47 | 9.67 |
| 3 | IBM SILICUS | 9.64 | 9.57 | 9.60 | 9.43 | 9.56 |
| 4 | THE HCI GROUP | 9.19 | 9.66 | 9.50 | 9.71 | 9.52 |
| 5 | CARETECH | 9.68 | 9.69 | 9.58 | 9.08 | 9.51 |
| 6 | YASH | 9.08 | 9.37 | 8.92 | 9.59 | 9.24 |
| 7 | DELOITTE | 8.91 | 8.87 | 9.02 | 9.39 | 9.05 |
| 8 | ACCENTURE | 9.09 | 9.07 | 8.85 | 9.11 | 9.03 |
| 9 | IDEXCEL | 8.15 | 9.00 | 8.87 | 8.85 | 8.72 |
| 10 | CONCENTO | 7.59 | 8.76 | 8.79 | 8.59 | 8.43 |

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Q20. Marketing Communications & Brand Image: Client endorses Brand Recognition of Advisor in industry as earned and correct. Outcomes are reliable and match the promises by the consultant firm sales executives and processes.

| KPI RANK | ADVISORY FIRM | HOSPITALS 150 & LESS BEDS | HOSPITALS 151-400 BEDS | HOSPITALS OVER 400 BEDS, CORPORATIONS, IDNS & SYSTEMS | PHYSICIAN ORGANIZATIONS, IPAS, CLINICS, NETWORKS | MEAN |
|----------|--------------------|---------------------------|------------------------|---|--|-------------|
| 1 | GAVS | 9.67 | 9.56 | 9.61 | 9.67 | 9.63 |
| 2 | DELOITTE | 9.37 | 9.31 | 8.92 | 9.11 | 9.18 |
| 3 | YASH | 8.64 | 9.07 | 9.44 | 8.87 | 9.01 |
| 4 | COGNIZANT | 8.93 | 8.69 | 9.56 | 8.61 | 8.95 |
| 5 | ACCENTURE | 9.07 | 9.16 | 8.81 | 8.69 | 8.93 |
| 6 | CARETECH | 8.80 | 8.59 | 8.72 | 8.84 | 8.74 |
| 7 | THE HCI GROUP | 8.67 | 8.49 | 8.77 | 9.00 | 8.73 |
| 8 | IBM SILICUS | 8.64 | 8.66 | 9.06 | 8.39 | 8.69 |
| 9 | SCALABLE SOLUTIONS | 8.76 | 8.63 | 7.99 | 8.52 | 8.48 |
| 10 | CONCENTO | 8.63 | 8.36 | 8.39 | 8.51 | 8.47 |

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APPENDIX

BLACK BOOK MARKET RESEARCH SURVEYS & IT USER POLLING

We hope that the data and analysis in this report will help you make informed and imaginative consulting and advisory business decisions. If you have further requirements, the Black Book research team may be able to help you. For more information about Black Book's custom survey capabilities, please contact us directly at info@blackbookmarketresearch.com

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