






# Vendor Performance Report






## Current Performance

### CURRENTLY SELECTED PRODUCTS





				
PrimeSuite Practice (all sizes)	GE Healthcare Centricity Physician Office PM (all sizes)	Misys Tiger (all sizes)	Intergy (all sizes)	NextGen EPM (all sizes)

### STOPLIGHT KEY

-  Well Above Average
-  Above Average
-  Average
-  Below Average
-  Well Below Average

-  Well Above Average - Rating of 1 or more points(10% for Business Indicators) above industry average for that criteria
-  Above Average - Rating is between .5 and .9 points(5%-9% for Business Indicators) above industry average
-  Average - Rating is within .5 points(5% for Business Indicators) of industry average
-  Below Average - Rating is between .5 and .9 points(5%-9% for Business Indicators) lower than industry average
-  Well Below Average - Rating of 1 or more points(10% for Business Indicators) below industry average for that criteria

### MUST KNOWS

-  Primary/Detail Indicator ratings range from 1-9
-  Business Indicator ratings range from 0-100%
-  Stoplights represent variance from All Products avg.
-  Current Rating Date Range: **2/29/2004** to **2/28/2005**

## PRIMARY INDICATORS

QUESTION	PRIMESUITE PRACTICE (ALL SIZES)	CENTRICITY PHYSICIAN OFFICE PM (ALL SIZES)	MISYS TIGER (ALL SIZES)	INTERGY (ALL SIZES)	NEXTGEN EPM (ALL SIZES)	ALL PRODUCTS
Lived up to expectations	7.96	6.95	7.29	7.44	7.68	6.98
Vendor is improving	8.06	6.50	7.22	7.41	7.61	6.83
Proactive service	8.08	6.60	7.22	7.14	7.45	6.57
Money's worth	8.02	7.18	7.19	7.59	7.47	7.11
Enterprise commitment to technology	8.40	7.57	7.71	8.05	8.19	7.33
Vendor executives interested in you	8.30	6.62	7.21	7.66	7.64	6.98
Contracting experience	8.03	7.13	7.17	7.42	7.47	6.87
Product works as promoted	7.88	7.31	7.38	7.42	7.68	7.14
Quality of training	7.65	7.17	7.11	7.46	7.58	6.86
Quality of implementation	7.92	7.09	7.25	7.71	7.49	6.97
Quality of telephone/web support	8.30	6.93	7.38	7.37	7.68	7.10
Quality of interface services	8.29	6.90	7.46	7.00	7.55	7.19
3rd party prod. works w/ vendor prod.	8.14	6.91	7.16	6.94	7.30	6.90
Helps Your Job Performance	8.02	7.23	7.38	7.66	7.64	7.10
COLUMN AVG.	8.07	7.01	7.30	7.48	7.61	7.00

## DETAIL INDICATORS

QUESTION	PRIMESUITE PRACTICE (ALL SIZES)	CENTRICITY PHYSICIAN OFFICE PM (ALL SIZES)	MISYS TIGER (ALL SIZES)	INTERGY (ALL SIZES)	NEXTGEN EPM (ALL SIZES)	ALL PRODUCTS
Worth the effort	8.04	7.45	7.47	7.79	7.90	7.33
Real problem resolution	8.25	6.63	7.48	7.30	7.70	7.01
Good job selling	7.96	7.02	7.28	7.68	7.58	6.75
Product quality rating	8.25	7.36	7.55	7.75	7.86	7.26
Implementation on time	8.19	7.32	7.62	7.97	7.90	7.22
Implementation within Budget/Cost	8.23	7.73	7.78	8.09	7.94	7.53
Quality of implementation staff	7.94	7.38	7.52	7.80	7.83	7.27
Quality of documentation	7.85	6.85	7.36	7.45	7.15	6.72
Quality of releases & updates	8.32	6.85	7.53	7.56	7.49	6.91
Production errors addressed quickly	8.28	6.50	7.29	7.23	7.49	6.83
Interfaces met deadlines	8.17	6.59	7.55	6.79	7.47	7.11
Quality of custom work	8.03	7.28	7.43	7.00	7.15	7.00
System response times	8.53	7.25	7.42	7.78	7.78	7.26
Technology easy to implement & support	8.36	7.22	7.46	7.78	7.74	7.12
COLUMN AVG.	8.17	7.11	7.48	7.62	7.67	7.10

## BUSINESS INDICATORS

QUESTION	PRIMESUITE PRACTICE (ALL SIZES)	CENTRICITY PHYSICIAN OFFICE PM (ALL SIZES)	MISYS TIGER (ALL SIZES)	INTERGY (ALL SIZES)	NEXTGEN EPM (ALL SIZES)	ALL PRODUCTS
Implemented (new or release) in last 3 years	100%	91%	89%	99%	93%	86%
Core part of IS plan	100%	99%	99%	94%	99%	90%
Would you buy it again	98%	79%	88%	93%	98%	86%
Avoids nickel and diming	76%	78%	65%	74%	79%	71%
Keeps all promises	90%	67%	77%	83%	79%	67%
A fair contract	100%	90%	91%	94%	93%	93%
Contract is complete (no omissions)	92%	91%	79%	85%	89%	86%
Timely enhancement releases	97%	86%	85%	87%	96%	84%
Support costs as expected	98%	88%	85%	97%	91%	90%
Ranked Client's Best Vendor	86%	54%	60%	76%	82%	46%
Ranked Client's Best OR Second Best Vendor	92%	74%	80%	88%	92%	66%
Would you recommend to a friend/peer	98%	80%	88%	92%	96%	85%
COLUMN AVG.	94%	81%	82%	89%	90%	79%

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