

Olah Enterprise Archiving Solution 2023

Building Strong Partnerships for Flexible Archiving and Meaningful Data



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Why This First Look?

Allowing organizations to archive and access historical data from retired legacy software, data archiving solutions continue to be in high demand. This report takes a first look at the customer experience with Olah Enterprise Archiving Solution, the solution's performance in a variety of use cases, and key functionality adoption among customers.

What Does Olah Enterprise Archiving Solution Do? (a customer explains)

"Olah Healthcare Technology has a service where they archive data primarily for healthcare. We have utilized their service for several software applications at the end of their lives so that we can archive the raw data from those applications." —Director

Bottom Line

Interviewed customers are very satisfied with Olah's archiving solution—100% of respondents would likely buy the solution again. Using Olah's solution, customers have been able to reduce archiving costs and consolidate disparate data sources. Customers are satisfied with Olah's flexible integration approach, strong partnerships, and strong implementation. For Olah to remain viable in the market long term, opportunities for improvement include continued development of archiving functionality, expanded application integration, and ongoing scalable growth in the market.

Key Competitors (as reported by Olah)

Competitors vary depending on a customer's use case

Top Reasons Selected

Smooth functionality, good data-migration approach, quality demo, existing relationships

Number of Customers Interviewed by KLAS

11 individuals from 9 unique organizations (Olah shared a list of 29 unique organizations; the list represents 8% of the customers that are eligible for inclusion in this study)

Survey Respondents—by Organization Type (n=9)

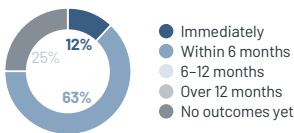


Olah Enterprise Archiving Solution Customer Experience: An Initial Look

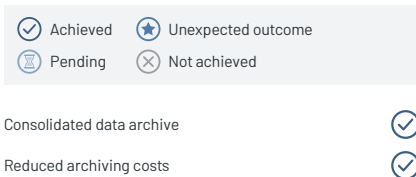
Overall Customer Satisfaction (n=11)



Time to See Outcomes (n=8)



Outcomes Expected by Customers

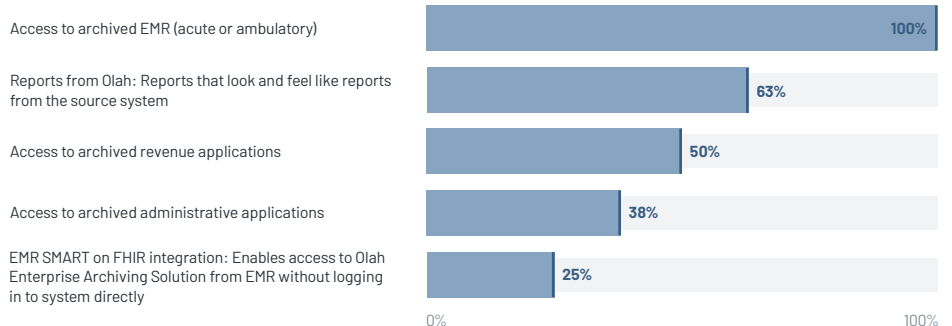


Key Performance Indicators (1-9 scale)



Adoption of Key Functionality—by Organization

Percentage of interviewed organizations using functionality (n=8)



Strengths

Strong partnerships with Olah



"The vendor's key strength is their collaboration work. We work very closely with them, and they work very closely with us. We meet with them on a weekly basis to do a rather in-depth project review. Also, every other week we meet with their leadership team to talk through roadblocks and priorities. That has been phenomenal. The thing that we have had to drive the most is making sure that our priorities align and that the vendor is resourced enough to be able to meet our needs." —Manager

Strong implementations



"Olah Healthcare Technology has been incredibly easy to work with. Sales processes are normally not very enjoyable, but Olah Healthcare Technology's process was very easy, and the implementation team has been phenomenal." —Director

Flexible and adaptable data-migration approach



"The biggest thing with Olah Healthcare Technology is their data platform and the way that they go about data migration. They have an approach that isn't restrictive in a lot of ways; their approach is very fresh, flexible, and adaptable. We have somewhat of a data warehouse available at our disposal, and all of the data can be easily queried and mined. The vendor has really done a good job with the design and architecture of the solution." —VP

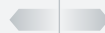
Opportunities

Ability to scale not yet proven (small company size)



"A weakness of the vendor is that they aren't as large as their competitors. The vendor may potentially have a situation where they are not as flexible in their ability to throw resources at an effort as a larger company may be." —Manager

Functionality gaps



"We have identified gaps that Olah Healthcare Technology has committed to continue to mature, such as revenue cycle components, including the ability to actively work the A/R and the development of release of information documentation or addendum functionality." —Director

Points to Ponder

What does a customer need to do to be successful with this solution?

Olah explains

- Early in the process, take the time to understand the applications that need to be retired, the stakeholders who use or maintain them, and any key dependencies they may have, such as third-party hosting. Clarity on the current state of affairs will often require some up-front investigation.
- Engage with internal teams early on to ensure there are no surprises. Once clinicians, HIM team members, and technical staff understand what is going to be happening and why, they are much more likely to be supportive and committed to the project's success.
- Throughout the process, the single most important thing customers can do to be successful is to communicate openly and regularly. Clarity on expectations, concerns, and challenges will help the Olah team understand unique situations and adjust accordingly.
- If a customer is implementing a new EMR, it can be very beneficial to incorporate archiving into the overall program instead of kicking the can down the road for months or years. Olah can recommend strategies to realize the benefits of archiving early without disrupting the EMR deployment. It is important to use the tailwinds of the EMR deployment while avoiding the headwinds.

Customers explain

- **Maintain strong lines of communication:** *"Customers need to have open communication with the vendor. The vendor has been really good about that with us. We have weekly meetings set up to discuss the status of our project and what to expect moving forward. Customers must be willing to communicate, but the vendor is very easygoing and easy to work with." —Director*
- **Establish clear expectations:** *"The customer needs to be really transparent and know what their expectations are. If customers communicate expectations clearly to Olah Healthcare Technology, they will deliver." —VP*
- **Have a long-term plan:** *"Customers need to understand the scope of what they are trying to achieve in terms of the system they need to archive and ask Olah questions to understand the long-term implications of the cloud solution." —Director*

What is the long-term viability of the solution?

Customers are encouraged by what Olah has done in the data archiving space and are optimistic about the vendor's future development. Continued development of their offerings and growth in the market will reassure the customers and cement the loyalty that they are ready to give.



"There is huge upside potential for Olah Healthcare Technology long term. The archiving of data in healthcare is something that everybody in healthcare has to contend with, and a solution can be built to improve the experience for providers and to take the burden off IT teams who have to maintain old systems at the end of their lives and centralize data. Then we can move into the world of a master patient index where we can really gather all the records for a single patient very quickly. I don't see that kind of application and the need for it going away anytime soon." —Director



"I see Olah as a viable player in the healthcare market. They may have some opportunity to increase their market share. Right now, they utilize only AWS as a cloud storage platform. And there are lots of competitors out there that could potentially be more cost effective." —Director

Olah: Company Profile at a Glance

CEO

Chad Hill

Year founded

2003

Headquarters

Columbus, OH

Number of customers

350

Number of employees

24 (via LinkedIn)

Target customer

Any department across a health system



Healthcare Executive Interview

Mack Swenson,
Vice President of Growth

What is your background?

I've had about 20 years of experience working with health systems to solve problems and build technology solutions. A CIO once told me that one of the largest hurdles to his team's ability to modernize was the complexity, disruption, and expense of trying to remove older applications that were to be replaced by a more modern solution. The irony is that if the new solution is brought in, the old application only becomes less valuable while increasing risk with older technology that doesn't age well. Customers deserve an easier way to deal with this problem. After looking at many different data archive solutions and experiencing firsthand some of the problems with traditional approaches, I was introduced to Olah. Olah found a better way to remove older applications and focus on making that easy on the customer. I loved the approach and the team, so I made Olah a strategic partner to the firm where I was employed at the time. I eventually joined the Olah team, and I continue to innovate with customers on how to make the archiving process effortless.

How would your customers describe your solution?

Our customers would talk about their experience working with the Olah team to get the results they expected. They would discuss the relief that Olah has provided because they were finally able to solve their legacy application problem, all within a reasonable time frame and price range. Furthermore, they would describe the overall approach and user experience as being incredibly straightforward.

What is Olah's biggest differentiator?

Olah's approach keeps things simple for customers. This has many downstream benefits that result in the ability to archive any type of application (EMR, ERP, custom solution, ancillary clinical system, etc.) with much less effort than with other approaches. Customers' work is minimized, and the speed at which applications can be retired only increases as more applications are identified. Instead of having a backlog of applications that build over time, customers can catch up and have zero legacy applications because Olah targets all applications and helps customers avoid managing separate projects.

Solution Technical Specifications (provided by Olah)

Cloud environment

AWS

Development platform

Java

Database environment

AWS PostgreSQL

Security platform

NIST 800-53

Confidentiality

100% HIPAA compliant. BAAs in place for all clients and subcontractors

Data encryption

TLS 1.2 and 1.3 for all inflight data. AES 256 at rest

Application types supported

Any type, including EMRs, revenue cycle, ancillary clinical devices/applications, ERP (finance, HR, legal, supply chain), other administrative

Data types supported

Any type of standard data types, including discrete data, PDF/scans, DICOM objects, etc.

Integration capability

HL7 2.x, FHIR, Epic integration, Cerner integration, generic EMR integration

Report Information

Olah Performance Overview

All standard software performance indicators

Culture		
Keeps all promises (percent of respondents who answered yes)	(n=11)	100%
Proactive service (1-9 scale)	(n=10)	A
Product works as promoted (1-9 scale)	(n=11)	A+

Loyalty		
Forecasted satisfaction (1-9 scale)	(n=11)	A+
Likely to recommend (1-9 scale)	(n=11)	A+
Overall satisfaction (1-9 scale)	(n=11)	A+
Part of long-term plans (percent of respondents who answered yes)	(n=11)	100%
Would you buy again (percent of respondents who answered yes)	(n=11)	100%

Operations		
Ease of use (1-9 scale)	(n=11)	A
Quality of implementation (1-9 scale)	(n=11)	A
Quality of training (1-9 scale)	(n=9)	A

Product		
Delivery of new technology (1-9 scale)	(n=10)	A-
Overall product quality (1-9 scale)	(n=11)	A
Product has needed functionality (1-9 scale)	(n=11)	B+
Supports integration goals (1-9 scale)	(n=9)	A-

Relationship		
Executive involvement (1-9 scale)	(n=11)	A+
Quality of phone/web support (1-9 scale)	(n=10)	A

Value		
Avoids charging for every little thing (percent of respondents who answered yes)	(n=11)	100%
Drives tangible outcomes (1-9 scale)	(n=11)	A+
Money's worth (1-9 scale)	(n=11)	A

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

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' best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

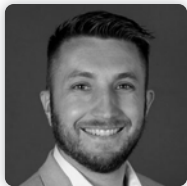
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Note

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.

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