First Look

Roche
navify Analytics 2024

Providing Actionable Insights to Improve Laboratory and
Point-of-Care Management

Emerging Insights Report | **May 2024**

KLAS RESEARCH **First Look**

Note: First Look reports are intended to shed light on the customer experience with solutions not previously rated by KLAS. Note that the data represents early findings.

Roche | navify®

Roche navify Analytics: Providing Actionable Insights to Improve Laboratory and Point-of-Care Management

Why This First Look?

Managing data sources and effectively using data are paramount concerns for medical laboratories and point-of-care (POC) services. Ineffective data management increases costs and lowers overall efficiency. Roche's navify Analytics suite, which consists of unique applications with insights tailored for the different testing disciplines (core, pathology, molecular, and POC), consolidates data and provides both structured and customizable reporting to understand and address complex questions in laboratory and POC management. This report takes a first look at customer experiences with navify Analytics.

What Does Roche navify Analytics Do? (a customer explains)

"The product gives us access to data that has not been historically available at our fingertips, and that helps us to answer our questions regarding workflow optimization. This tool takes data from our laboratory chemistry analyzer and consolidates it into information. The tool is an analytics engine that takes lots of data from an instrument and makes it into meaningful insights." —Director

Bottom Line

Interviewed customers are very satisfied with navify Analytics, citing strong relationships with vendor representatives and versatile, easy-to-use data breakouts and visualizations. Respondents report outcomes such as improved operational efficiency and visibility into previously opaque areas of data, and all would buy the solution again. Improvement opportunities for navify Analytics include additional data sources, faster development timelines, and better communication around available upgrades and developments.

Key Competitors (as reported by Roche)
Abbott, Siemens, Werfen

Number of Customers Interviewed by KLAS
10 individuals from 10 unique organizations (3 US and 7 non-US) (Roche shared a list of 20 unique organizations, 5 US and 15 non-US; navify Analytics is used by more than 100 clients, many of whom are outside the scope of this research)

Top Reasons Selected
Proven integration capabilities, existing vendor relationship, part of managed service contract

Survey Respondents—by Organization Type

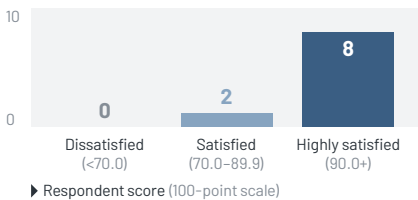| Hospital	Commercial lab	Clinic
6	3	1

0% — 100%

Roche navify Analytics Customer Experience: An Initial Look

Distribution of Overall Performance Score
Based on individual respondents, not unique organizations

▼ # of individual respondents

Dissatisfied (<70.0)	Satisfied (70.0–89.9)	Highly satisfied (90.0+)
0	2	8

▶ Respondent score (100-point scale)

Key Performance Indicators
*Limited data

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend
A-*	B*	A+*	A*
(n=7)	(n=10)	(n=7)	(n=10)

Would you buy again? (n=10)
Percentage of respondents who answered yes

100%*

0% — 100%

Software grading scale (1–9 scale)

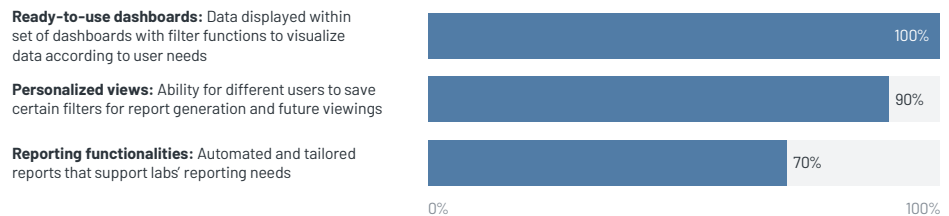| A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11	F = <5.22
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84	
A- = 7.92–8.18	B- = 7.02–7.28	C- = 6.12–6.38	D- = 5.22–5.48	

Outcomes Expected by Customers

- ⊘ Achieved
- ★ Unexpected outcome
- ⊠ Pending
- ⊗ Not achieved

- ⊘ Improved operational efficiency
- ⊘ Faster report turnaround times
- ⊘ Increased visibility into difficult-to-understand data

Adoption of Key Functionality
Percentage of interviewed organizations using functionality (n=10)

Ready-to-use dashboards: Data displayed within set of dashboards with filter functions to visualize data according to user needs — 100%

Personalized views: Ability for different users to save certain filters for report generation and future viewings — 90%

Reporting functionalities: Automated and tailored reports that support labs' reporting needs — 70%

0% — 100%

Time to See Outcomes

Immediately	Within 6 months	6–12 months	Over 12 months	No outcomes yet

3	4	3

0% — 100%

Strengths

> "

Representatives are accessible and actively engaged

"It is easy to reach our contact person at Roche, and they are very helpful in getting us extra training. When we have questions, we get quick replies from Roche. They make corrections and notice the things we report. The level of customer service is excellent." —Director

Versatile data breakouts

"The key strength is definitely the number of options. The system allows us to break the data up into so many categories. . . . We can break things into every key stage, and that helps us really flatten out the problem and find out what the issue is. The system seems to be able to pull data from things that we didn't think we would find." —Manager

Easy-to-use software

"navify Analytics is very easy to use. It is very easy to personalize exactly what I need. I can narrow things down to test them, and I can narrow things down to whatever day or week I want. The personalization views are fine. If I am looking at certain turnaround times and I want to go day by day or week by week, I can do that easily. I have no complaints." —Analyst/coordinator

Opportunities

> "

Communication around upgrades and available functionality

"Roche could have more continuity and better follow-up with upgrades. They could keep us updated on the possibilities that the tool offers; for now, we are not seeing those. If the vendor keeps us updated, we can get more out of navify Analytics than we are." —Director

Additional data incorporation and depth

"In the preanalytical area for lab data, there is a lot of information that is coming from the HL7 messages. I would like more data incorporated. One of the things that I'm highly interested in getting is the individual physicians' testing profile data; that information tells us how frequently physicians do and don't order certain tests and why a certain department orders certain tests. That area is very big right now in healthcare insurance." —VP/other executive

Occasional slow development

"The vendor's opportunities for improvement are at the development level. Since we already have practices with the vendor's BI services, we sometimes think it would be important to have a new view or a new panel with some more customized characteristics. We always pass these demands on to the vendor's team, and they take them to development. But the development of a new, customized product ends up taking a long time, so that would be an opportunity for improvement." —Analyst/coordinator

Points to Ponder

What Does a Customer Need to Do to Be Successful with This Solution?

Customers explain

- **Take advantage of the ability to customize the product:** *"I would tell a new customer that navify Analytics is tailorable and that they should be adamant about tailoring it toward their own needs. We managed to do that and found that the system was significantly more successful that way." —COO*

- **Have a strong IT team that understands the data:** *"[Customers should] have a strong IT team who will have a very good understanding of the database for the implementation. Database and business intelligence solutions have complex implementations, so the implementation is critical. The data structure has to be correct in order for the organization to benefit from this product." —VP/other executive*

- **Take advantage of demonstration workshops:** *"During the initial workshops where the tool is presented, the customer should ask questions, challenge the development team if possible, and seek opportunities to interact with other clients to start adapting to the platform's dynamics; only then can the customer implement and establish expectations that the platform will meet. Learning and understanding things in the initial phase will make all the difference." —Analyst*

- **Consult existing customers for best practices:** *"A new customer needs to put time into setting up navify Analytics correctly and possibly liaise with other sites where the system is live. We have built a few things into the system, but it would be useful to see what other sites are doing. We could get some ideas for useful reports from other customers." —Director*

Roche explains

- With the navify Analytics suite, we would like to offer our customers the ability to better understand the data behind their daily operations and subsequently provide insights to help them improve their operational metrics in a variety of settings (core lab, pathology lab, molecular lab, and the point of care).

- Designate a group of experts to make sure the software is configured to organizational needs.

- Establish a shared plan with the software implementation team to define the crucial functionalities versus the functionalities that can be added in different phases; this will ensure a soft launch of the software in the organization, facilitate user adoption, and optimize the solution in an iterative manner.

Other Relevant Commentary

> "*One key strength of Roche is that they are able to reach out to pull on the expertise of all their team. Roche is a massive company, so they are not short of experts, and they bring everyone together when we need them to. Another strength is that we can tailor navify Analytics to certain questions we might have." —COO*

> "*The strength of the product is undoubtedly the ability to work with data in a short period. This adds tremendous value to our operation. It is very good to work with this type of data, and the quantity of available panels also adds a lot to the operation." —Analyst/coordinator*

> "*The product is a proactive business intelligence solution for the lab. It actually interfaces with the main middleware and the HIS. The middleware, which actually communicates with the machines and talks to the HIS, sits right on top of the solution and extracts information from the raw data in the machine and the clinical data from the HL7 messages coming from the HIS. The product collects everything together and puts together a very good dashboard for preanalytical and post-analytical parameters." —VP/other executive*

> "*I have been really passionate about the value of navify Analytics. I am so excited because in the past, I felt so blind and helpless, and then when this opportunity came along, I knew it was what I needed. I don't know that a lot of customers understand that value. It is not really clear. I understand the value because I know what it is like to live without it when we need it." —Director*

Roche: Company Profile at a Glance

Founder
Fritz Hoffmann-La Roche (Roche Group)

Year founded
1896 (Roche Group)
1968 (Roche Diagnostics)

Headquarters
Basel, Switzerland

Number of customers
100

Number of employees
39,961 (Roche Diagnostics)

Estimated revenue
CHF 14.1 billion in 2023
(Roche Diagnostics)

Funding
Publicly held

Revenue model
License plus installation fee,
yearly maintenance

Healthcare Executive Interview

Ralf Maier-Reinhardt,
Global Head, Lab Insights, Roche Information Solutions

What is your background?
I started my career in tech over 20 years ago. Since then, I have worked in several countries around the globe, always in market-facing executive roles focusing on creating and growing new and existing businesses. Currently, I am the global head of Lab Insights in Roche Information Solutions (RIS), which comprises our digital solutions and applications for workflow, insights, and decision support for clinicians and their healthcare organizations.

Why was Roche Diagnostics started?
Roche, with its 125-year history in healthcare innovation, is leveraging its expertise and global network to bring digital technology advances to the industry. Roche Diagnostics today has become a leader in in-vitro diagnostics and is part of the Roche Group. RIS (Roche Information Solutions), part of Roche Diagnostics, is part of a company-wide effort to build a sustainable digital health business in healthcare. The company has developed a secure and regulatory-compliant digital infrastructure that integrates data from labs, hospitals, and point-of-care settings. This platform supports its portfolio of navify digital solutions, which offer insights to healthcare leaders for operational excellence and improving patient care.

What is Roche Diagnostics' biggest differentiator?
Roche Diagnostics has a digital portfolio of more than 30 solutions for labs, hospitals, and providers of care worldwide under the names of cobas infinity and navify. navify digital solutions securely integrate data across diverse care settings, connecting the healthcare community and accelerating clinician access to the latest digital innovations for efficiency and medical insights.

Solution Technical Specifications
Information provided by Roche

Cloud environment
AWS

Development platform
Java

Database environment
IRIS, SQL

Mobile application environment
Web-based, no mobile app

Security platform
ISO 27001, 27017, 27018, 27701

Confidentiality
HIPAA and GDPR compliant

Integration approach
Integration engine

HITRUST certification
Yes

AI
No

Report Information

Sample Sizes

Unless otherwise noted, sample sizes displayed throughout this report (e.g., n=6) represent the total number of *unique customer organizations* that responded to a particular question. Some respondents choose not to answer all questions, meaning the sample size may change from question to question.

Sample sizes of 15+ unique organizations are considered fully rated. When the sample size is 6–14, the data is considered limited and marked with an asterisk (*). If the sample size is 3–5, the data is considered emerging and marked a double asterisk (**); no overall performance score is shown for emerging data. No data of any kind is shown for questions with a sample size of less than 3. Note that data marked as limited or emerging has the potential to change significantly as additional surveys are collected.

Roche navify Analytics Performance Overview
All standard software performance indicators

Overall performance score (100-point scale) (n=10)

2024 Best in KLAS software average: **79.6**

91.9*

0.0   100.0

Culture		
Keeps all promises Percentage of respondents who answered yes	(n=10)	90%*
Proactive service (1–9 scale)	(n=10)	A*
Product works as promoted (1–9 scale)	(n=9)	A-*

Loyalty		
Forecasted satisfaction (1–9 scale)	(n=10)	A+*
Likely to recommend (1–9 scale)	(n=10)	A*
Overall satisfaction (1–9 scale)	(n=10)	A*
Part of long-term plans Percentage of respondents who answered yes	(n=8)	100%*
Would you buy again Percentage of respondents who answered yes	(n=10)	100%*

Operations		
Ease of use (1–9 scale)	(n=9)	A*
Quality of implementation (1–9 scale)	(n=10)	A-*
Quality of training (1–9 scale)	(n=10)	A-*

Product		
Delivery of new technology (1–9 scale)	(n=9)	B+*
Overall product quality (1–9 scale)	(n=10)	A-*
Product has needed functionality (1–9 scale)	(n=10)	B*
Supports integration goals (1–9 scale)	(n=7)	A-*

Relationship		
Executive involvement (1–9 scale)	(n=7)	A+*
Quality of phone/web support (1–9 scale)	(n=10)	A*

Value		
Avoids charging for every little thing Percentage of respondents who answered yes	(n=7)	100%*
Drives tangible outcomes (1–9 scale)	(n=9)	A+*
Money's worth (1–9 scale)	(n=7)	B*

*Limited data

Software grading scale (1–9 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	
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