September 21, 2021

PRODUCT SUMMARY 2021

Sensato Cybersecurity Solutions

This report was created by KLAS for Laura Pursley - Sensato Cybersecurity Solutions on Tuesday, September 21, 2021. Scores and comments will change as new evaluations are added to the database and old evaluations expire. Information in this report should not be relied upon more than six months beyond the date retrieved. KLAS encourages providers to rate products, offer feedback, monitor products, and review full segment reports by registering for a complimentary account at KLASresearch.com.

KLAS Performance Report

The insights contained in this report are a compilation of data gathered from interviews with healthcare providers and represents a snapshot in time of information in the KLAS database. The data represents opinions of providers and does not represent the opinion of KLAS. The information is intended solely as a catalyst for a more meaningful and effective investigation of healthcare technology on an organization's part and is not intended nor should it be used to replace an organization's due diligence.

This promotional use report allows vendors to share product performance ratings with healthcare providers. It allows the individual generating the report to share product comparisons of their choosing. KLAS recommends that providers visit KLASresearch.com to access current research or to see the rest of the market segment by creating an account. Contact KLAS via email at info@KLASresearch.com for assistance with any questions you or your organization may have regarding this report, market segment, or KLAS in general.

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Who We Are.

KLAS is a research firm on a global mission to improve healthcare delivery by enabling providers to be heard. By working with thousands of healthcare executives and clinicians, KLAS gathers data on software, services and medical equipment to deliver timely reports, trending data, and statistical overviews about the healthcare industry. The research directly represents the provider voice and acts as a catalyst for improving vendor performance. Founded in 1996, KLAS has been providing transparency to the healthcare industry for over 20 years.

What We Do.

KLAS utilizes two methods to collect performance data. The first is a series of direct product/vendor evaluations completed by healthcare provider organizations. Second, KLAS performs in-depth, confidential interviews with healthcare providers and payers to gather valuable insight into specific strengths, weaknesses and future expectations for each product. From these two sources, readers may gain valuable insights into how a vendor or product is performing.

Data Level Exceptions

L   Limited data, typically early trending data

🚫   Scarce Data, we have currently only gathered very little on this product. This may be an indication of low market presence, or it is in early stages of receiving ratings with KLAS. Due to the probable fluctuation in score as we collect more data we are not confident in displaying any metrics at this time.

KLAS is on a mission to improve healthcare. We share our insights and data with healthcare professionals at no cost. Learn more at: https://KLASresearch.com

Overall Score ❔

Average for Healthcare IoT Security **91.7**

50			99.0 n = 6

Overall Score Trending (1 Year) ❔ Filtered view: **All**

Software Average for KLAS Rated Products **83.3**

Chart values (trend line): 93.9, 93.9, 93.9, 93.9, 93.9, 93.9, 94.6, 94.6, 94.6, 97.8, 99

X-axis: Aug, Sep, Oct, Nov, Dec, Jan 2021, Feb, Mar, Apr, May, Jun, Jul, Aug

2021

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Seg. Avg	92.6	93.0	93.0	93.0	93.1	92.9	92.4	92.3	92.3	92.0	92.2	92.8	92.4
SENSATO	0.0	0.0	93.9	93.9	93.9	93.9	93.9	93.9	94.6	94.6	94.6	97.8	99.0

Score Breakdown (1 Year) ❓

🐆 Culture

Segment avg. **90.6**

99.4

Software avg. **82.8**

Limited Data (🟧 99.4 (Sensato Cybersecurity Solutions))

💙 Loyalty

Segment avg. **94.1**

100.0

Software avg. **85.7**

Limited Data (🟧 100.0 (Sensato Cybersecurity Solutions))

⚙️ Operations

Segment avg. **90.1**

97.2

Software avg. **82.3**

Limited Data (🟧 97.2 (Sensato Cybersecurity Solutions))

📦 Product

Segment avg. **89.2**

97.7

Software avg. **82.7**
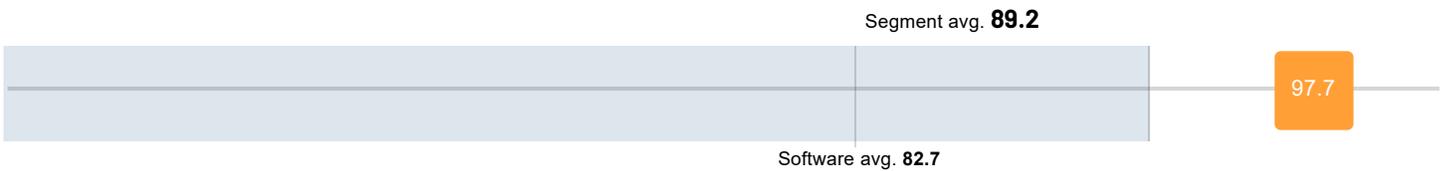
Limited Data (🟧 97.7 (Sensato Cybersecurity Solutions))

🤝 Relationship
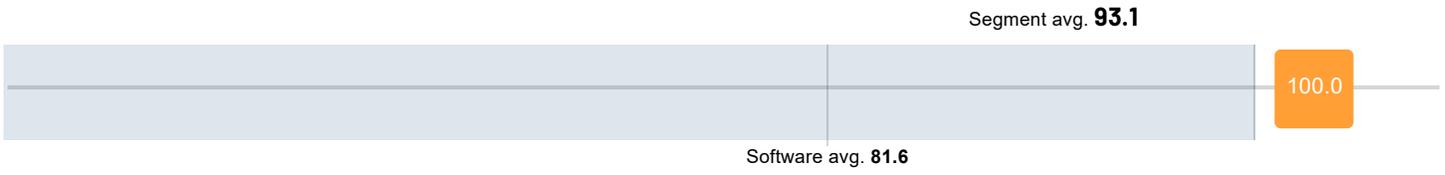
Segment avg. **91.9**

100.0

Software avg. **83.4**

Limited Data (🟧 100.0 (Sensato Cybersecurity Solutions))

🔷 Value

Segment avg. **93.1**

| | | 100.0 |

Software avg. **81.6**

Limited Data (🟧 100.0 (Sensato Cybersecurity Solutions))

Comments ❓

Sensato Cybersecurity Solutions Sensato Cybersecurity Solutions [R]

ROI / Cost (care and feeding)

CIO
ROI / Cost (care and feeding)

The system is very valuable. We don't know what we don't know, so having this system to monitor our network is very important to us knowing our vulnerabilities and network security.

⭐⭐⭐⭐ |⭐| ⭐⭐⭐⭐⭐   Aug 2021

Sensato Cybersecurity Solutions Sensato Cybersecurity Solutions [R]

Service and Support

CIO
Service and Support

The vendor monitors our network 24/7, and that is really nice. Their offering isn't just a piece of software that we can look at; they are always sending us different types of alerts depending on the levels of the alerts.

⭐⭐⭐⭐ |⭐| ⭐⭐⭐⭐⭐   Aug 2021

CIO
Service and Support

Sensato Cybersecurity Solutions is very responsive. That is the one thing that we look for in a vendor. We want to know how quickly the vendor will answer the phone when we call. Even with emails or an open case online, Sensato Cybersecurity Solutions gets back to us quickly, especially if we mark an issue as high priority. We have frequent meetings where we review the vendor's recommendations, and they answer any questions that we have. They are proactive. They tell us things before we are aware of them.

⭐⭐⭐⭐ |⭐| ⭐⭐⭐⭐⭐   Jul 2021

CIO
Service and Support

The vendor's executives go above and beyond as far as keeping us informed and actually involving themselves as needed. They are available, and they have actually been in touch with us on some serious issues. We also have an account manager who we deal with on a day-to-day basis. Sensato Cybersecurity Solutions keeps their promises. They chase after us instead of us chasing after them.

⭐⭐⭐⭐ |⭐| ⭐⭐⭐⭐⭐   Jul 2021

CIO
Service and Support

There isn't a lot of ongoing training; we just use the system. That isn't a problem because we talk to the vendor all the time, so we just learn things by osmosis.

⭐⭐⭐⭐ |⭐| ⭐⭐⭐⭐⭐   Jul 2021

CIO

Sensato Cybersecurity Solutions is a really good partner. They do everything that we ask them to do. They are proactive and provide a really good service. However, I worry that Sensato Cybersecurity Solutions might get too big.

⭐⭐⭐⭐ |⭐| ⭐⭐⭐⭐   Jul 2021

CIO
Service and Support

So far, we have been very happy with Sensato Cybersecurity Solutions. They pick up on things that we never would have seen without them. They are well ahead of us, and that is what we want. If there is something happening and we need to close up shop, then we want to do that as quickly as possible. The vendor gives us that opportunity. Without them, we wouldn't even be close. Cyber issues are intense right now, but the vendor keeps us informed of things. We are aware of the issues out there. The vendor makes direct recommendations of what we need to do to secure our network and things like that. They are straight and to the point. We don't have to sit down and figure out what they are saying. They give us instructions and tell us about potential issues that we might encounter. All of that is extremely beneficial. We appreciate that as we try to run around all our cyber events, especially considering how time consuming everything is.

⭐⭐⭐⭐ |⭐| ⭐⭐⭐⭐   Jul 2021

Director
Service and Support

What the vendor does well is just being the 24/7 eyes on glass. They watch our network and alert us if anything is going on that shouldn't be. There is no way I could staff to that same level and have eyes on glass all the time. Sensato Cybersecurity Solutions is very responsive about that, and I don't really have anything else that I desire from them that they could do better. Every week, we see different events where people are attempting to use user credentials to log in to our cloud environment. We can log in to the cloud-hosted Microsoft 365 solution from anywhere, and it doesn't come through our network. So Sensato Cybersecurity Solutions doesn't necessarily see that piece for us because it is a Microsoft piece, but Microsoft alerts us.

⭐⭐⭐⭐ |⭐| ⭐⭐⭐⭐   Jul 2021

Director
Service and Support

We have an assigned account manager, and we meet with them regularly to go through what tickets we have open, what is going on, and what they can help us with. But the vendor also makes it very personable where I can reach out and talk to the president of their company. I don't think some of the big players would want me calling and talking to their president.

⭐⭐⭐⭐ |⭐| ⭐⭐⭐⭐   Jul 2021

Sensato Cybersecurity Solutions Sensato Cybersecurity Solutions [R]

Relationship

CIO
Relationship

I am extremely happy with the vendor's software and support. I would hate to be without Sensato Cybersecurity Solutions, especially during these times. The system works really well, and we have no problems with integration. The implementation went very well. The executive involvement is also really good; we get emails from the CEO.

⭐⭐⭐⭐ |⭐| ⭐⭐⭐⭐   Aug 2021

CIO
Relationship

We haven't seen any change in Sensato Cybersecurity Solutions' work over time. If they have picked up new customers then we haven't heard of it. The service that they have given us has remained the same. That is what is important to us. We would highly recommend the vendor. I would definitely choose them again.

★ ★ ★ ★ |★| ★ ★ ★ ★   Jul 2021

Sensato Cybersecurity Solutions Sensato Cybersecurity Solutions [R]

Functionality and Upgrades

CIO
Functionality and Upgrades

The solution works exactly the way that it was advertised to work. Its functionality is exactly what we were looking for. We love Sensato Cybersecurity Solutions. Sometimes, a device has to be redone, but that is to be expected. We have very few suggestions for the vendor.

★ ★ ★ ★ |★| ★ ★ ★ ★   Jul 2021

CIO
Functionality and Upgrades

I have been really impressed with the system from Sensato Cybersecurity Solutions. It is a fantastic fit for a lot of community-based hospitals that are interested in looking at a cybersecurity program. I am very pleased.

★ ★ ★ ★ |★| ★ ★ ★ ★   Apr 2021

Sensato Cybersecurity Solutions Sensato Cybersecurity Solutions [R]

Implementation and Training

CIO
Implementation and Training

Our implementation of the solution was painless, and the vendor provided excellent training. They are very willing to integrate things.

★ ★ ★ ★ |★| ★ ★ ★ ★   Jul 2021

Sensato Cybersecurity Solutions Sensato Cybersecurity Solutions [R]

Interfacing and Integration

CIO
Interfacing and Integration

Sensato Cybersecurity Solutions' system is critical to making our cybersecurity strategy outstanding. I can't say enough good things about the system. It integrates with the tools that it needs to for security. Sensato Cybersecurity Solutions' system doesn't talk to our EMR, just to our firewalls.

★ ★ ★ ★ |★| ★ ★ ★ ★   Jul 2021

Sensato Cybersecurity Solutions Sensato Cybersecurity Solutions [R]

Win/Loss - Why they were selected (by current clients)

Director
Win/Loss - Why they were selected (by current clients)

Part of what drew us to the vendor was that they focus specifically on healthcare, so they understand the unique challenges to healthcare. There are lots of other vendors out there, but they are not focused solely on healthcare, so I felt like this offering would help us drill down to what healthcare needs. Their price point was better than everybody else's out there. That is a big thing for a critical access hospital. We don't have a huge budget, so being able to save money and still get the same level of service is great for us.

⭐ ⭐ ⭐ ⭐ |⭐| ⭐ ⭐ ⭐ ⭐   Jul 2021

KLAS has accepted the mission of improving the world's healthcare by increasing transparency among HIT vendors. By shining a light on vendors, KLAS has placed themselves in a delicate position between vendors and providers. KLAS bridges the gap between the providers and vendors of the healthcare world in a delicate manner. The providers who give us feedback rely on us to accurately present their voice to vendors. They also trust that the data we publish for them is honest, accurate, and impartial. As such, all of our insights undergo multiple data quality checks. The information in this report is KLAS certified as accurate, honest and impartial.