



KLAS[®]

Product Summary 2021

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KLAS[®] Relationship



Paragon Development works and is reliable. They give us what we need. Our partnership is very strong. ParagonDevelopment is a reliable organization and partner. My account executive helps a lot in terms of tactical and execution-related things.

Relationship | Director



The people who I work with at Paragon Development are outstanding. They are proactive and responsive. They also have an interest in the success of our organization. The most important thing to me is that Paragon Development feels like they are really our partner. Sometimes, companies say that they are our partners, but we don't really feel that way. That is not the case with Paragon Development.

Relationship | Director



I like Paragon Development's team. Our leadership chose the vendor to do patient outreach. When I moved into my role, I asked our vendor representative whether we could have regular calls to discuss reporting, statistics, and call volumes, and the categories that the vendor is getting from our patients, like enrollments, password activations, and password resets. Our account representative was right there for me. Our meetings are always very productive. I let that person know if we are expecting a higher volume of work, and our representative will staff up their group to make sure that things are taken care of. Our relationship with the vendor is really good. I don't have anything negative to say about them. I get immediate responses from our representative when I ask a question. I have a portal that I can use to actively look at our trends.

Relationship | Manager



The vendor has done an excellent job. I only look for partners who can meet our specific requirements. Our decision came down to Paragon Development and another company, and the other company was less expensive, so I suggested that we move away from Paragon Development because of cost savings. That move would have required some work on our part. We were very happy with Paragon Development, so we worked with the vendor to decrease our cost, and that was my goal. The vendor was a good partner, and they have continued to be good over the years. They are always looking for ways to help us be more efficient and more cost effective.

Relationship | Manager



With COVID-19, we didn't reach out to the vendor and ask for help, but they reached out to us and offered to make some services available to us. The vendor is very proactive in terms of trying to help support us. I really appreciate that about the vendor. They are not annoying or bothersome. They don't email or call me every day and ask me to buy more services. The vendor understands healthcare; they aren't just a company that manages a bunch of people answering phones. They understand our needs and preemptively reach out to us. The vendor makes it very easy to do business with them.

Relationship | Manager



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I would highly recommend Paragon Development. I would at least make sure that people have the vendor in their short-range vision. I have recommended Paragon Development to every person I have interacted with, and I have done so without qualms. I am not actively campaigning for the vendor, but if the moment presents itself, I do recommend them.

Relationship | CIO



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I really like my relationship with Paragon Development. The person I speak with is excellent, very accommodating, and very clear. I enjoy working with that person. If I need things to be escalated, that person does a very good job and seems pretty connected in the organization. I haven't had any problems with Paragon Development. I don't see any reason to end the relationship unless something starts affecting it, like structure changes, or if the vendor were to decide they were not going to provide the service.

Relationship | Manager



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There have been a couple of good conversations about flexibility and pricing where the vendor has reevaluated our arrangements. They are a good partner. They don't close the door; they are willing to have a conversation about pretty much anything. The vendor is exceeding the expectations we establish. We are open to having more conversations down the road. Those conversations have happened consistently, and we expect to have more. We are definitely getting our money's worth; that is why we have renewed our contract multiple times. The vendor has done pretty well at executing. They reach out in the way I like.

Relationship | CIO



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I can pick up a phone and talk to anyone within the vendor's organization. They usually get back to me within minutes. That has been the case throughout the history of our relationship with Paragon Development. Obviously, our partnership is very strong. The vendor quickly established a level of trust in the very beginning that has held firm.

Relationship | Director



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I have been very happy with the vendor. My personal input based on the information that we have gathered has been to continue our relationship with the vendor. There isn't anything that I want to change about my relationship with them. They provide great services.

Relationship | Manager



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We have performance metrics in place that the vendor reports on each month. The vendor has been very proactive in helping us to see where they are struggling to hit our performance metric expectations and what they are doing to address any gaps. We have really appreciated the openness of our relationship and partnership with the vendor. The vendor doesn't have a lot of areas where they could improve. They are responsive. We will encounter an issue from time to time, but when we touch base with them, they have a very quick turnaround time. When we have areas of opportunity, we talk to the vendor and take action quickly.

Relationship | Manager



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I am very satisfied with Paragon Development. We are repeat customers. Paragon Development was very quick to come up with a plan. Their leadership was very receptive to getting on a call with us and making things work. I thought that was great. Paragon Development is really flexible in the sense that they are open to new things. We always like to add things to our portal or popups that other clients don't necessarily utilize. Paragon Development loves to be part of new experiences so that they can educate their staff and help their other clients. That is something that is good about them that they have consistently done over the last few years.

Relationship | Analyst/Coordinator



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We receive a lot of personal attention from our account manager, who is always knowledgeable. This account manager is phenomenal. This person is probably responsible for a good 20%–30% of the success in the relationship, with the quality of the employees being the other 70%.

Relationship | Manager



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Paragon Development has been phenomenal. They reach out and are proactive. This COVID-19 crisis has shown a lot of weaknesses in some of our vendors, but Paragon Development has been exceptional at being proactive in communication and staffing. They have done very well and have been very proactive in our relationship. This is not an area where we provide Paragon Development with knowledge as opposed to vice versa, but situations have arisen where they have reached out to me to make me aware of things and to develop knowledge around an aspect. We are currently expanding a soft ware partnership, and as part of that, we are promoting Paragon Development as a preferred support partner based on their proven track record of success with us.

Relationship | Manager



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I have not had to engage with Paragon Development's leadership because our relationship has been so healthy, but I have had an opportunity to meet with their leadership. That was an isolated, one-time thing, but if I needed to escalate to their leadership, I could.

Relationship | Manager





KLAS® Tools & Methodology

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The nice thing about Paragon Development is that they have a unique service for healthcare support, unlike other firms. Paragon Development was one of the few firms that did the specific work we needed. We initially considered a few proposals, and Paragon Development had good references. The firm seemed like a good fit for what we were doing. Their services looked relatively cost effective. We used another firm before whose services were cheaper, but we got what we paid for.

Tools & Methodology | CTO



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Most people work during the day, so they call in the evenings and on the weekends. Because of that, I decided to outsource our patient portal support. We discovered that Paragon Development had been doing that work fairly well for a long time, so we went ahead and outsourced the work to them. I don't think that I have really had any problems with Paragon Development at all. They have been the best, and their service has been excellent. The firm has been totally reasonable with their prices.

Tools & Methodology | CIO



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Paragon Development's system is very user friendly. It has multiple languages that the vendor can use to help our patients. We haven't received any complaints from our patients about how they are treated when they are on calls with the vendor.

Tools & Methodology | Manager



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Paragon Development has been offering helpful tips to the callers. Even if there is nothing we can do for the customer calling the help desk, I still appreciate that Paragon Development sends that information out and that it is tailored to our customers' experience. That is showing customers that we know what they are experiencing and are willing to share knowledge with them. That doesn't happen very often, but when Paragon Development has done that, it has been very helpful.

Tools & Methodology | Manager





KLAS[®] Project Results

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We have been meeting regularly with Paragon Development. They have been very proactive at identifying opportunities for us that aren't obvious. They have come up with ways that they can help us reduce our staff members' workloads. They help us prevent duplicate calls with patients and save our staff members from extra work. The firm has also brought in their partners to help identify opportunities to streamline our work and potentially outsource some of it.

Project Results | Director

