



Strata Health Chooses Pyramid to Modernize its Embedded Analytics

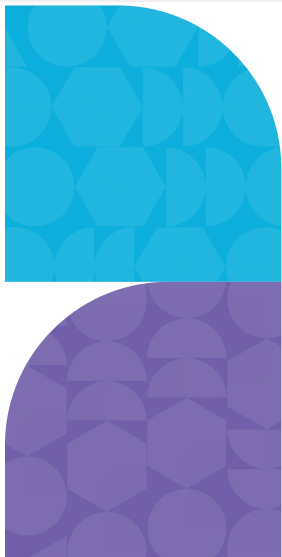
Leading healthcare software company partners with Pyramid Analytics for its features, ease of use, and superior support



Strata Health offers hospitals and health systems a one-stop software solution to manage transitions of care, integrating discharge planning, e-referrals, and vacancy management in a single platform.

Strata Health's platform uses real-time data to match patients' health information to the most appropriate care available. It automates the patient flow process for case managers, reduces re-admissions, and integrates siloed systems, all to improve transitions of care across the care continuum.

With offices in Canada, the United States, and the United Kingdom, Strata provides services to health leaders globally. Its data helps decision makers manage their health systems and operational stakeholders maintain streamlined patient flow.



THE CHALLENGE

Strata Health initially moved from an external business-intelligence tool to an embedded solution several years ago, but that implementation was hindered by difficulties with the tool's functionality and lack of support from the analytics software provider. As the project dragged on and a contract renewal loomed, Strata made the decision to go back to market to find a better solution.

“We went shopping for a better partner and to see if the market had anything new and exciting to offer to mitigate the pain of switching.” says Jen Hoecht, Strata's Vice President of Operations. “We were very transparent about our situation when evaluating vendors. We knew we would need a willing and committed partner to maintain service and minimize disruption for our customers and ensure long-term continuity. Pyramid offered interesting, forward-looking functionality, a better technological fit, and the clearest willingness to work with us through a challenging few months. At the end of our evaluation, Pyramid Analytics was the clear winner.”

“Pyramid’s flexible platform and exceptional support allowed us to replace our previous software in record time.”

Jen Hoecht

Vice President of Operations,
Strata

THE SOLUTION

Pyramid’s unified Decision Intelligence Platform provides Strata Health with the ease of use, extensive functionality, and level of support it needs to serve its employees and its customers in multiple countries.

“We needed to move quickly,” Hoecht says. “Pyramid’s flexible platform and exceptional support allowed us to replace our previous software in record time.”

Strata manages transitions of care along a continuum of health providers – processes that require reliable software flows. Additionally, they produce “a ton of operational reports,” most of which were created in complicated, custom, one-off efforts.

“We looked at dozens of different vendors,” Hoecht says. “We tried to picture them in our cycle: Our customer wants to understand something impacting patient flow and comes to us to build them a report. We write and deliver it to just them and move onto the next request. This is how we ended up with hundreds of one-off reports, which was unsustainable and not achieving our goals of getting our customers’ data in their hands more effectively.”



Hoecht continues, “Pyramid’s embedded natural language query and the interactivity of the reports showed us how we could break out of that cycle. It was clear they were going to be a good partner, as well as help us become more forward-looking and sustainable in our Business Intelligence capabilities. We’re excited to empower our customers to interact with their data in ways that were inconceivable before Pyramid.”

“It’s great to work with a software vendor that cares about our success and maintains an open line of communication.”

Jen Hoecht

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THE RESULTS

Strata has onboarded tens of thousands of Pyramid users and dozens of reports. With the ease of Pyramid’s Decision Intelligence Platform, Strata has started designing more interactive reports, providing their customers with better, more data-driven insights.

In the next phase, Strata will deploy Pyramid’s Natural Language Query (NLQ) / chat bot functionality, allowing its end users to interrogate data in plain language and using embedded Large Language Models (LLM), provide insights and supporting graphical responses to their inquiries.

“The self-service is going to be the game-changer,” Hoecht says. “If we can cut ourselves out of that cycle by providing an intuitive data model, it’s going to make our customers much happier. With Pyramid Analytics, they’ll be able to get a lot more insight out of their data and answer the questions they have without needing to involve us. It flips the script and empowers them in a way that we’ve never been able to do. There’s just so much more potential there than we had with our previous tools. We’re thrilled.”

“We view Pyramid Analytics as a trusted advisor – it’s great to work with a software vendor that cares about our success and maintains an open line of communication.”





About Pyramid

Pyramid is what's next in analytics. Our unified decision intelligence platform delivers insights for everyone to make faster, more informed decisions. It provides direct access to any data, enables governed self-service for any person, and serves any analytics need in a no-code environment. The Pyramid Decision Intelligence Platform uniquely combines Data Prep, Business Analytics, and Data Science in a single environment with AI guidance, reducing cost and complexity while accelerating growth and innovation.

**Pyramid Decision Intelligence Platform.
Shape Your Decisions.**



hello@pyramidanalytics.com

www.pyramidanalytics.com