

NEWS RELEASE

Chartis named a 2025 Consistent High Performer by KLAS

The firm was recognized for high performance in three categories: Digital Transformation Consulting; IT Planning and Assessment; and Strategy, Growth, and Consolidation Consulting Services.

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<https://www.chartis.com/about/news/chartis-named-2025-consistent-high-performer-klas>

Chartis, a leading healthcare advisory firm, today announced it has been named to the 2025 Consistent High Performers list in the Service category by KLAS Research, a national healthcare IT data and insights company. This new annual report recognizes vendors and services firms that maintain high client satisfaction on a three-year rolling basis. Chartis was named a Consistent High Performer in three categories: Digital Transformation Consulting; IT Planning and Assessment; and Strategy, Growth, and Consolidation Consulting Services.

Complementing Best in KLAS rankings, the report identifies the 2025 consistent high performers and how they are collectively rated across KLAS' customer experience pillars: loyalty, operations, relationship, services, and value.* Customer loyalty among this year's consistent high performers is very strong; 99.5% would engage their firm again. Clients also indicate these leading firms stay ahead of industry trends, have a strong sense of partnership, and drive tangible outcomes.

"We are proud of this recognition, particularly because it's based on feedback from the clients we serve and the satisfaction we deliver," said Jody Cervenak, Chartis Managing Partner and Leader, Digital & Technology Transformation. "This distinction demonstrates our ability to provide seamless digital and technology solutions with industry-leading client service, enabling Chartis to continue making a material impact in healthcare."

In February 2025, KLAS recognized Chartis as the Best Overall Healthcare Management Consulting Firm for the fifth consecutive year. Chartis also was named the Best Overall IT Services Firm—making it the first firm to receive both overall awards. These awards signal that Chartis has achieved higher, more consistent client impact and satisfaction ratings than any other firm.

*Methodology: Interviews were conducted between July 2021 and December 2024 using KLAS' standard quantitative evaluation for healthcare services, which is composed of 9 numeric ratings questions and 3 yes/no questions, all weighted equally. Combined, the ratings for these questions make up the overall performance score, which is measured on a 100-point scale. The questions are organized into five customer experience pillars—loyalty, operations, relationship, services, and value.

About KLAS Research

KLAS has been providing accurate, honest, and impartial insights for the healthcare IT (HIT) industry since 1996. The KLAS mission is to improve the world's healthcare by amplifying the voice of providers and payers. The scope of our research is constantly expanding to best fit market needs as technology becomes increasingly sophisticated. KLAS finds the hard-to-get HIT data by building strong relationships with our payer and provider friends in the industry. Follow KLAS on LinkedIn. Learn more at [klasresearch.com](https://www.klasresearch.com).