



Customer Success Story



APRIA HEALTHCARE®

“Domo has changed the way we meet and discuss sales. There probably isn't a sales meeting that happens at Apria without Domo. We've gone from a siloed, disparate data environment to one unified version of the truth.”

Jim Slagle
Sr. Director, Business Intelligence & Data Analytics | Apria Healthcare

Organization:
Apria Healthcare

Location:
Lake Forest, CA

Website:
www.apria.com

Industry:
Healthcare

Apria is a leader in home respiratory services and certain medical devices, including oxygen therapy, inhalation therapies, sleep apnea treatment and negative pressure wound therapy. Apria owns and operates more than 400 locations throughout the United States.

Notable Data Sources:



Before Domo

As a leading home healthcare organization serving more than 1.2 million patients each year, Apria was challenged with enabling its sales organization to make better decisions based on data.

- Siloed data environment meant limited visibility into real-time sales data
- Needed an easy to use solution that would translate to an operational audience

"Our biggest challenge before Domo was disparate data, and we struggled with sales visibility. We would get sales data a month and a half after the sale had occurred, and we didn't get it across the dimensions that we needed to get a real view of our business."

After Domo

Actionable Data

"We're focused on actionable data. Not just nice to have, feel good data, but data that can drive results and has some inherent accountability to it. We get that data with Domo."

Driving Results

"Domo has shined a light on where business is coming from and if we're selling to the right channels, and that absolutely drives results. It's tough to quantify that in dollars, but we're doing a lot better versus plan than we've done in the past."

Visibility

"The unforeseen benefit of Domo is that it forced us to look at our downstream data and understand other elements of sales that we could push forward and make visible. We provide that data to our leaders through the Domo platform, so they can make better decisions."

A Tremendous Shift in Culture

"Domo saves us from doubt. We don't have to question where the data is coming from and if it is accurate. We've taken the manual processes out of it, and now we can focus on results. That's been a tremendous cultural shift."

The Right Data, at the Right Time

"Domo is transparent, unified, real-time data, in the hands of the people who can use it."