

## **S2 Appendix. SAS tools employed.**

The tools used for the solution presented in the paper are **SAS® Content Categorization** (for text analytics), **SAS® Data Integration Studio** (for data integration/management), **SAS® Enterprise Miner™** (for predictive modelling), and **SAS® Visual Analytics** (for operationalizing the results).

The solution has been successfully moved to Region of Southern Denmark's new integrated and seamless SAS® Platform utilizing the new tools **SAS® Visual Text Analytics**, **SAS® Visual Data Mining and Machine-Learning**, and **SAS® Visual Analytics**. The move to the new and seamlessly integrated analytics platform makes it easier to enhance, maintain, monitor and operationalize the solution.