



St. Clairsville Office
52160 National Road East
St. Clairsville, OH 43950-9365
PH: 1.800.624.6961
Hearing Impaired: 1.800.622.3925
FAX: 740.699-6163
www.healthplan.org

HomeTown Office
100 Lillian Gish Boulevard
P.O. Box 4816
Massillon, OH 44648-4816
PH: 1.877.236.2289
Hearing Impaired: 1.877.236.2291
FAX: 330.837.6869
www.healthplan.org



To Whom It May Concern:

This letter is being written to explain my experience with Futures Inc. We are a healthcare organization, and security is very important to our business. We chose Futures Inc to analyze our computer security for protection of confidential personal health information as well as identification theft, to name a couple issues.

Futures staff was able to collectively work with our internal staff to analyze data in a short period of time. Futures quickly filtered through the data to make key recommendations which enhanced and further protected our computer system. They prioritized issues so that any serious concerns were addressed first, and recommended monitoring devices going forward to provide our information systems (IS) personnel more options to keep our computer networks secure and for keeping an eye on all occurrences within our environment.

Futures' personnel communicated and interacted excellently with my staff. Their willingness to be accessible and answer questions beyond the scope of the original agreement was greatly appreciated by my team.

Futures is a professional and efficient organization that can provide solid solutions to real security problems. Their thorough and professional assessment of our network has assisted Health Plan in strengthening our network security in cost-effective ways. I highly recommend Futures Inc to all organizations that want to improve their network security. Should you have any further questions, feel free to contact me at (740) 695-7684.

Very truly yours,

Robert J. Roset
Chief Information Officer