



LOCAL HELP FOR PEOPLE WITH MEDICARE

714 W. 53rd Street  
Anderson, Indiana 46013

[www.medicare.in.gov](http://www.medicare.in.gov)

1 (800) 452-4800

April 8, 2010

To Whom It May Concern:

I'm the Program Director for the State Health Insurance Assistance Program (SHIP) with the State's Department of Insurance. I am writing this letter to attest to the quality service and satisfaction that my agency received while contracting with Farnsworth Information Consulting.

Our issues were with an Access data base that contained over 15 years of volunteer information. It was essential to preserve the data since much of it was still relevant. However, the data base itself was failing. It was networked to several computer stations and slow to respond, some of its functionality was no longer operational, and it was unable to provide the depth of data needed for our current federal funding reporting requirements.

I had talked to several IT people both state and private regarding fixes. No one was willing to touch it. Most didn't have the experience with Access to solve our problems, and I didn't want to take the change of losing the original data. I also didn't want to take the time and effort to start from scratch. I could tell the difference immediately when I met with Leonard Farnsworth. He took the time to learn about our work and talked to my staff about their usage. He understood the problems we were having and then resolved each issue. I was also impressed that he anticipated our future needs as well and added to its original functionality.

I am very satisfied with the service and support that Farnsworth Information Consulting provided. Not only were our Access data base problems fixed, but also our current and future needs were addressed.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl St. Clair".

Cheryl St. Clair