



November 4, 2009

To whom it may concern:

I recommend the work of QBS to cost-effectively achieve PCI Compliance. We engaged QBS to define and manage our PCI Compliance program because of the experience and knowledge they have in PCI compliance and data privacy. QBS followed a five step process of discovery, analysis, remediation planning, remediation and operationalizing. They completed the PCI DSS assessment and provided recommendations on how to reduce scope and find the most cost effective solutions to solving our PCI Compliance issues. We saved anywhere from \$150,000 - \$250,000 in expected remediation expenses by implementing their recommendations. I recommend QBS to anyone needing assessment and remediation help for passing the PCI DSS Compliance assessment and making your data more secure.

Here's a little background regarding who we are and what we were facing. CentraCare Health System is a collaborative group of Central Minnesota healthcare professionals, working together to provide comprehensive, high-quality care, close to home. CentraCare Health System comprises three hospitals in St. Cloud, Long Prairie and Melrose, as well as four long-term care facilities, nearly a dozen clinics and numerous specialty care services.

Credit cards are accepted at most locations for bill pay. Bills can also be paid over the internet and contributions can be made to the CentraCare Health Foundation with a credit card. Credit card information is captured via dial up modem, Point of Sale device, web payments, email, mail and phone. At the St. Cloud Hospital and the Plaza, credit cards are accepted in the gift shop and in the food service.

We are very happy with the work that QBS completed for us. They provided expertise and strategic leadership to CentraCare Health System during the entire compliance program, from initial scoping and strategic planning through implementation. QBS evaluated our current situation and suggested business process and technology changes that saved us a significant amount of money, both from an implementation standpoint and TCO, without impacting our high level of service to the customer. The project was a success and we are confident in the work that was completed by QBS.

Sincerely,

Charles Dooley

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*Quality Business Solutions*

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