



**RITTENHOUSE
EYE ASSOCIATES**

Medical & Surgical Eye Care

Walter P. Harris, Jr., M.D.
Diplomate American
Board of Ophthalmology

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To Whom It May Concern:

Approximately one year ago, we retained Kokua Technology's IT services. We were in crisis mode, because we had to discharge an employee who engaged in willful misconduct, who happened to be our in-house IT person. To be honest, I do not know what would have happened if Kokua had not come to our rescue. They helped us to not only document the IT problems, but to fix them so that our system is more secure today. Their fees for these services were very fair and I would utilize them again because they responded so quickly to our needs.

During the summer, we had our e-mails compromised to the point where we did not have a secure e-mail account and someone hacked into our business banking account information. Kokua came up with migrating us to the Microsoft on-line product and we have had secure communication since. They handled the situation with great sensitivity, as we were very upset about having such a violation of our privacy.

In addition, we utilize Kokua's BDR back-up services, and since the installation earlier this year, we have the assurance that our information is not only protected but is backed-up and accessible with limited down time. This is very important as we have sensitive patient and health information which we need to access expeditiously.

Overall, I highly recommend Kokua and each of its technicians. They are very knowledgeable, excellent troubleshooters and most of all have a great deal of integrity which is hard to find in any industry. I also appreciated how well each member of the team worked under pressure and communicated with me throughout each task. We were in a potentially business ending situation, and they helped us to turn it around and have been with us every step of the way since the initial incident which brought our practice to them last year. Moreover, the Kokua team is forward thinking and proactive and they have approached us with a project to address our future IT needs. If you would like to speak further about this recommendation, please feel free to call my office manager, Nicole Harris. She can be reached at 215-545-5001 ext 105.

Sincerely,

Walter P. Harris, Jr. MD
President and Owner- Rittenhouse Eye Associates