



June 26, 2012

To Whom it May Concern:

Duke University Hospital System awarded B4Health a contract for open shift management after a six month national RFP and review of numerous potential providers. Duke selected B4Health first for its technical ability to provide software as a service that would allow Duke to better communicate shift vacancies with internal float pool healthcare professionals. Additionally, we selected B4Health because of the company's approach to accurately understanding the needs and goals of Duke University Healthcare System and showing how the Open Shift Management Solution could uniquely and by design be configured to our exact structure without having to customize a solution. The software is designed to quickly be configured to the exact names of the Duke Hospital's units, position types, shift times and communication preferences.

Since starting with B4Health, Duke began with approximately 500 internal float pool healthcare professionals and has expanded that to over 2,500 professionals. As an organization, Duke has been able to significantly lower per diem agency expenditures on staffing cases, better identify and thus control overtime usage, and increase compliance with our safe scheduling best practice recommendations. The B4Health Open Shift Management Solution is integrated into the Duke internal scheduling platform, API's ActiveStaffer and SAP to auto download and scrub our active list of healthcare professionals. As shifts are booked and confirmed, the system ports filled shifts directly back into our scheduling tool.

The Duke University Hospital system staffing is a large university based system much like the Johns Hopkins Healthcare system and the University of Virginia Hospital system. Our experience with the management team at B4Health has been very impressive. We have continued to expand our service relationship with B4Health and have looked to them to complete most integration work with our internal API products and with SAP. In our last renewal with B4Health, we have included our agency vacancy needs as well a full shift vacancy fulfillment platform in one software program that acts as the agent to share and port data into our other existing software programs.

I highly recommend them.

Sincerely,

Julia Bambach, MAT
Strategic Service Associate