

KLAS First Look

# Futura Mobility

MATCHING RESOURCES TO CLIENTS' NEEDS

# FIRST LOOK



Separating fact from fiction



## What Does Futura Mobility Do?

Futura Mobility is a healthcare IT consulting firm that provides point-of-care mobile technology and clinical and business IT support and services. KLAS has not previously reported on Futura Mobility; thus, this report constitutes a first look at their clients' experience.

## Key Competitors

314e, CTG, ettain health, Impact Advisors, Nordic

## Number of Clients Interviewed by KLAS

9 individuals from 9 unique organizations

## Makeup of Interviewed Clients

Hospitals and health systems of varying sizes and a home health agency

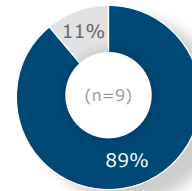


## Bottom Line

Almost all clients report very high satisfaction with Futura Mobility and the services provided. Organizations feel the firm is a strong partner with a good vetting process to match resources to needs. However, one client did say their experience has declined recently due to turnover and changes in communication levels.

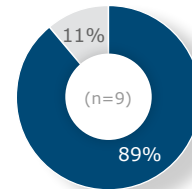
## Futura Mobility Client Experience: An Initial Look

### Overall Client Satisfaction



- Highly satisfied
- Satisfied
- Dissatisfied

### Consistently Exceeds Expectations



- Yes
- No

### Futura Mobility Performance (1-9 scale)

Quality of staff/consultants	Drives tangible outcomes	Strength of partnership	Would recommend to a friend
A- (n=9)	A- (n=9)	A (n=9)	A (n=9)

#### Grading Scale

A+ = 8.55-9.0	C = 6.39-6.74
A = 8.19-8.54	C- = 6.12-6.38
A- = 7.92-8.18	D+ = 5.85-6.11
B+ = 7.65-7.91	D = 5.49-5.84
B = 7.29-7.64	D- = 5.22-5.48
B- = 7.02-7.28	F = <5.22
C+ = 6.75-7.01	

Of 9 respondents, 89% would buy again.

## Strengths

- Great partner, good relationships
- Vendor matches resources to clients' needs
- Executives are accessible



"We have placed Futura Mobility on our list of preferred vendors based on the engagement. In terms of the quality of the consultants, I have never seen a better vendor. The vendor matches the needs of the required resources spectacularly. Filling the requested role was hard because the position is hard to fill, but the vendor jumped on the opportunity. If I had any recommendations for improvement, I would tell the vendor to clone people to be like the person who was our primary contact." —C-level executive

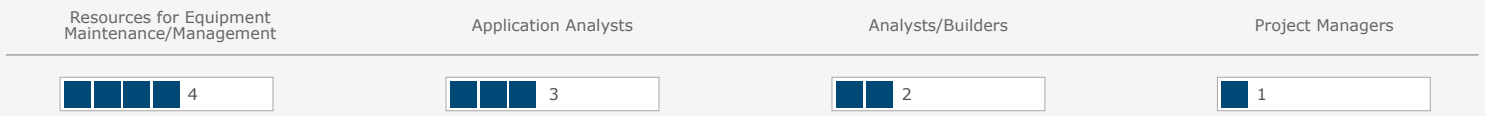
## Challenges

- One client feels that support has recently declined and that newer resources and staff haven't been as consistent or reliable



"The service was fine for a while, but it has dropped a bit recently. Maybe that is due to a change in leadership. We got a new manager, and I had to send out a message to that person about what I expected from Futura Mobility. We have worked with the vendor for a while, and we have a decent work relationship with the sales department. My experience with Futura Mobility has been fine, but we have grown a lot over the years, and that complicates things a little because new people coming in are looking at different angles." —IT Manager

## Roles Filled by Futura Mobility—Number of Engagements



### KLAS' Points to Ponder



#### Mike Davis

HCIT market research and analysis expert with 40+ years of experience

**The Positives:** Futura Mobility is a consultative technology solutions provider offering the design, implementation, and management of mobile technologies while providing a full breadth of application implementation services and support. As healthcare organizations move to patient-focused care, the ability to implement the best mobile solutions relative to modalities of care will ensure providers are delivering efficient and cost-effective healthcare services. Futura Mobility has skilled and experienced staff to support this care delivery transition.

Organizations should consider the following:

#### The Importance of Being Vendor Agnostic

Consultants who provide consulting services related to new and emerging technologies must be vendor agnostic to be effective in providing the best solutions for their clients. Consultants should not have exclusive arrangements with technology vendors. The best consulting vendors will always be evaluating and adopting the best technologies for their clients.

#### Consultant Success is Driven by Staff's Experience and Skill Sets

Testimonials from healthcare organizations that praise a consultant's staff are a good indicator of the consulting company's ongoing success and viability. This is especially important for consulting services related to new and evolving technologies and telemedicine. The ability of consulting companies to retain experienced staff is also an indicator of long-term viability.

#### Effective Vendor Communication Drives Success

The capability of a vendor to effectively and proactively communicate with clients about current and planned projects is a hallmark trait of a successful company. Formal communications should be scheduled and formatted to relay the most important tasks or updates. Informal communications should include notifications and alerts that identify and rectify project challenges using the preferred communication method of the client.

#### Consultant Project Flexibility

Consultants who are experienced with modifying project plans and schedules to fit the needs of clients are likely to have higher satisfaction and success rates. This capability was highlighted during the impact of COVID-19 on healthcare organizations' workflows and projects.

### Futura Mobility: Company Profile at a Glance

**Headquarters:** Philadelphia, PA

**Years in Healthcare:** 20+

**Number of Employees:** 70

**Number of Projects:** 25+ in last 12 months



#### David Gulian CEO

#### How would your clients describe your services?

Futura Mobility is an industry leader in providing point-of-care technology solutions and clinical and business IT services and support to healthcare systems across the nation. While providing the best technology and the most experienced resources, Futura Mobility brings a high level of understanding of healthcare IT needs and provides customer service that is unmatched by our competition. Our ability to be nimble but remain structured is an attribute that any healthcare IT organization would appreciate.

#### What is Futura Mobility's biggest differentiator?

Established in 1998 and providing 20+ years of service, Futura Mobility is one of the few true healthcare IT companies that can leverage its expertise in professional services and technology to provide a comprehensive solution for complex healthcare projects. As healthcare organizations face growing demands of virtual care delivery and regulatory compliance, Futura Mobility tactically aligns mobility with IT application services and support expertise that enable healthcare institutions to achieve their strategic goals of operational efficiency, productivity, and cost reduction.

# REPORT INFORMATION

## Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined opinions of actual people from healthcare organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. KLAS findings are a unique compilation of candid opinions and are real measurements representing the feedback of interviewed individuals. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact participants' opinions and preclude an exact apples-to-apples vendor/product comparison or a finely tuned statistical analysis.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to the KLAS FAQs.

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## Note

The findings presented are not meant to be conclusive data for an entire client base. Performance scores may change significantly when additional healthcare organizations are interviewed, especially when the existing sample size is smaller, as in an emerging market with a small number of live clients.



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Improving the world's healthcare through collaboration, insights, and transparency.

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