



To whom it may concern:

San Juan, Puerto Rico, March 2021

Alpine Health Technologies is a leader in Puerto Rico's telecommunication and software and network operating system development markets. We provide support to different clients, from universities and hospitals, and up to large insurance companies in the Caribbean.

Between August 2020 and March 2021, Alpine Health Technologies developed, in conjunction with London Consulting Group, an improvement project which encompassed the Infrastructure and Customer Service Desk departments. We developed initiatives which focused on improving productivity, developing managerial controls, and optimizing the processes within these departments. Some of the most significant initiatives were:

Service Desk

- 55% reduction in the average time taken to resolve service tickets.
- 2.4% increase in compliance to the service level agreement (SLA).
- 36% increase in productivity regarding the tickets per technician.
- 90% reduction in the service tickets' backlog.

Infrastructure

- 38% reduction in the average time taken to resolve service tickets.
- 6% increase in compliance to the service level agreement (SLA).
- 33% increase in productivity regarding the tickets per technician.
- 44% reduction in the service tickets' backlog.
- 100% increase in equipment's monitor controls and maintenance.
- 86% increase in the documentation which outlines the project area's requirements.

The project was successfully concluded within the agreed time frame, generating a return on investment by the end of February of 1.9 to 1, with a forecasted annualized return of 7.6 to 1. These results surpassed our expectations due to the professional work carried out by both the Alpine Health Technologies personnel, and the London Consulting Group team.

Developing value initiatives, the training process, the dedication displayed by the team members, along with the methodology and the way it was applied throughout the different phases of the project, greatly enabled us to achieve both qualitative and quantitative results. We are happy to recommend London Consulting Group as a professional and committed firm which positively changes an organization's work culture through the practical implementation of solutions, their leadership, and their commitment to capitalizing on tangible results within a short period of time.

Sincerely:

A handwritten signature in blue ink, appearing to read "Néstor Centeno".

Néstor Centeno

Senior Executive Vice-president

Alpine Health Technologies Corp.