MOBILE TELEPHONE NETWORKS PROPRIETARY LIMITED
(Registration number:1993/ 001436/07)
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20 February 2020

TO WHOM IT MAY CONCERN

Alpha Concepts (Pty) Ltd was appointed as a service provider with our company in 2019. Alpha Concepts (Pty) Ltd was contracted to provide consultancy services in terms of a Systems Thinking approach for organizational excellence within the IT operations group.

The systems thinking approach resulted in improved Systems and Services up time. The Systems Thinking approach was targeted at the following areas:

1. The implementation of a Systems Thinking philosophy to ensure people, knowledge, time and solutions are all aligned towards achieving IT operational excellence.
2. A reduction in errors
3. Implement adherence process to address non-conformances in the MTN IT Operations environment. (Change, Incident, Problem Management etc., ITIL)
4. Improvement in service delivery efficiencies and management from managed services partners. Vendor Management processes. SLAs / Penalties
5. Alignment to IT Objectives and Operational plans as per IT KPIs.
6. Alignment and transformation of team culture using systems thinking approach for more direct and focussed trouble shooting capabilities.
7. Roadmap to ensure the path to operational excellence is applied and maintained.
8. Follow up on road map and life cycle process identifying areas of concern and the resolution there of to get back on track.

We found the Alpha Concepts team to be thought leaders in the Systems Thinking and Operational Excellence areas, they also have in-depth knowledge of IT systems, technology and operations. They also performed the overall project management function for this initiative. They have depth in terms of appropriate knowledge and delivery capability regarding our areas of focus and business needs. The team demonstrated an in-depth knowledge in terms of their scope of work. They have good technical capabilities and they have depth in terms of delivery capacity and capability.

We at MTN are satisfied with the work that Alpha Concepts has performed for our company and we further recommend them to other customers who may have similar needs. We found the work done by Alpha Concepts to be value adding to our business.

PP Adrian Conry

Mr. Gregg Mcquarrie
Senior Manager: Service Operations, IT Operations & Testing

Directors: MJ Harper (Chairman), GN Motsa (Chief Executive Officer), SSB Ntsele (Chief Financial Officer), MJ Bosman, SA Fakie, CWN Molope, RT Mupita, PD Norman, J Schulte-Bockum, RA Shuter and SA Zinn
Company Secretary PT Sishuba-Bonayi
Reg. No. 1993/001436/07
VAT Reg. 4630140434