



Tapachula, Chiapas, México.
April 2017

To whom may it concern:

We would like to take this opportunity to thank London Consulting Group for all that was done for our company CAFESCA, a Subsidiary of ECOM, during the implementation of our new ERP Solution – SAP. We have been witnesses of the tight follow-up and control within the Change Management Team.

London Consulting Group was a key participant in the Change Management activities at CAFESCA developing communication channels and materials and getting our End Users team trained and ready to work using SAP, developing the materials and coordinating the trainings together with CAFESCA's Personnel.

Let me recap some of the highlights of this project:

- Helped coordinate the CMO effort, focused on Training and Communication and serve as a link between ECOM and third-parties.
- Developed both, a Training and Communication Strategy which guide us to a successful Organizational Change on these two topics.
- Designed physical and digital Communication aids which helped us share emotively the happenings of the Project with all ECOM Group.
- Prepared daily and weekly communications to keep all parties acknowledge of the status of the Project.
- Supported the validation of our Security Matrix, which was critical for us to set the right permits per User on SAP.
- Codeveloped the Training Material (English & Spanish) used by our SME's and Key-Users to train the End-Users and which stay as reference material for future use.
- Developed a full Training Schedule to reach 100% of the Users which will be interacting with SAP.
- Coordinated and facilitated the logistics for a smooth Training.
- Designed and applied Module and Transactional-wised Evaluations to SME's, Key-User and End-Users.
- Assembled Training and Communication Reports per Project Phase to share the achievements with the ECOM Group.
- Prepared a thorough Business Readiness Assessment as a Go/No-Go Support Document for the Project Management.

These are just some of our accomplishments during the project.

We wish to highlight the work done by each member of LCG, their methodology, their commitment and high professionalism focused on results, we extend our sincere recommendation.

Sincerely,

Renan Chueiri
Chief Executive Officer. CAFESCA

Peter Post
Change Management Office. ECOM