TASTE TOMORROW,
TODAY

16 - 21 Frazzitta Business Park,
Cnr Koeberg Rd & Freedom Way,
Milnerton, 7441.
Tel: (021) 001 8511
www.twisp.co.za

Date: 17 May 2019

**To whom it may concern,**

Twisp outsourced its entire IT services to B-Logic in February 2017 after an extensive internal investigation. Twisp's objective was to obtain the services of an IT service provider who would meet our IT objectives which included;

1. Greatly improve IT risk management and the assurance of ICT good governance practices and disciplines;
2. Effective IT operations management and ensure timeous resolve of IT incidents across the entire business operation;
3. Effective IT cost management;
4. Ensure an effective and efficient IT service;
5. Access to a continual process improvement environment;
6. A focus on adopting consistent IT standards and best practice;
7. Access to cost effective CTO/CIO resources.

We have been extremely satisfied with B-Logic's service delivery and we are comfortable that they have adequately met and continue to meet our IT objectives. We have consistently observed B-Logics desire to go "the extra mile" and their strong desire to operate as a true business partner.

I have been very impressed by the excellent culture of the organization and the strength of the B-Logic team. The strong, and passionate, leadership of the organization is noticeable in the way the business is conducted.

We have absolutely no reservations in recommending B-Logic to any organization wishing to enhance its IT service delivery and effectively manage its IT risk environment.

*Kind regards*

Malcolm Hyland

Finance and Operations Director

malcolm@twisp.co.za

Twisp (Pty) Ltd. Reg No 2014/273628/07.
Directors: I Smith, P D Bartholomew, N J Nieuwstadt, A J Levy, N M Te Water, P H Vogel, G W De Jager, M N Hyland, W Claassens (Company Secretary)

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