



Santo Domingo, Dominican Republic, July 16, 2012

To whom it may concern,

AGEPORT is a company that provides agency services, shipping company representations and port service management within the country's main ports.

We hereby would like to highly recommend the company **London Consulting Group**, for the services rendered during the project called "SAR", which was carried out between February and July of 2012.

During the project, the Commercial and Documentation areas and their respective improvement initiatives for the organization were worked on.

Quantitative improvements:

- Implementation of a **commercial system** with a proactive follow-up of the relationship with our clients, based on an activity management tool.
- Implementation of the **intercompany communications model (War Room)**, that allows us to coordinate all commercial tasks and work for each company, improving the services' cross-selling.
- Improvement of the **operations record system** for imports, exports, customs and other services, while coordinating with the entire company to reduce the time taken to enter information when received from the source.
- **Coordination** with the IT department for the kick-off of the Booking System, which eliminated the duplicating of duties and tasks between the commercial and the documentation areas.
- **Standardization** of the **customer service and customer care** concepts by the commercial area through a commercial skills seminar.
- Redesign of the **organizational architecture, structure and job profiles** for the commercial and the documentation areas.
- Implementation of a **management system** based on operative and financial indicators.
- Collaboration in the establishment of the **medium and long term strategic objectives**.

The project fulfilled and surpassed our expectations providing us with tools, work systems and information that will allow us to meet our goals. We are confident that the initiatives implemented will allow us to recuperate the investment in the short term.

Based on the aforementioned, it is our pleasure to recommend **London Consulting Group** as a consulting firm that is able to carry out projects that will positively impact the entire organization and that can commit to deliver an attractive return on investment for the organization.

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