

May 6<sup>th</sup>, 2019, Los Angeles, CA.

To whom it may concern,

Our company, Cisco Brothers, we manufacture high-quality furniture and reach our customers by different channels throughout de US. As a family owned business, we continuously look for ways to improve and reinvent our business to keep growing.

From January to September of 2018 we did an operations improvement project with the support from London Consulting Group in two different phases, in customer service, order processing, production planning, inventory control and MRP areas.

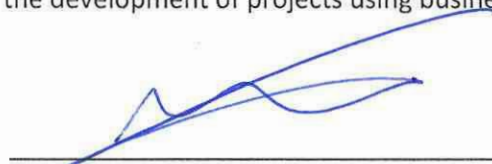
During the Project and until now we have implemented a business intelligence solution (Microsoft Power BI), which has become key for the management and decision making of these departments, other areas of our business and even suppliers, at different levels of the company from supervisors up to top management.

As a General Manager my efforts focuses on growing the business and making sure that my team has the right tools to make the right decisions. With the business intelligence solution, we all benefit from having consolidated, accurate, up-to-date, user friendly and accesible information on different formats such as desktop, web and mobile.

We now have visuals for decision making on:

- Customer open orders status and tracking
- Customer complaints status, trends and costs
- Production plan and standards achievement by production department
- Production plan and standards achievement by key suppliers
- Materials, components and finished goods inventory control
- MRP for more accurate purchasing requirements, control and supplier follow up.
- Sales by channel, category, products

From September of 2018 to date, the project methodology with London Consulting Group has changed to a business intelligence support and new developments scheme. We are convinced that our management will improve as we keep increasing the scope of our business intelligence tool. We strongly recommend London Consulting Group for the development of projects using business intelligence platforms.



**Marco Lucioni**  
President