



Lima, 20 December 2010

To whom it may concern:

The purpose of this letter of recommendation is to express our thanks and satisfaction for the work carried out by London Consulting Group (LCG) between July and December 2010 during the "TRANSFORMA-T" Project at the Head Office for Customer Commitment Assurance.

During this period LCG assigned a team of consultants who worked together with our employees in order to achieve the results obtained during the project, from which we would like to highlight the following:

- Based on an analysis of the activities that Head Office employees carry out, those tasks that do not add value to the company as well as those activities that are duplicated in partner companies were eliminated; similarly new activities and employee responsibilities were established.
- As a result of this analysis and the review of the Management organizational structure, 39% of the staff in the analyzed areas, were able to be released in order to assign them to strategic activities. These activities have provided the following results, among others:
  - 13% increase in attention to basic breakdowns and 20% increase in attention to *Speedy* breakdowns, reducing the number of calls transferred to Atento from Call 101.
  - 70% recuperation of the activity carried out on the Platform for Installation Assurance, successfully obtaining an increase in the number of retrieved orders and reducing the time spent on orders.
  - 90% of the orders returned by Allocations were retrieved, reducing the time for resolving these cases by 18%.
- By conducting these activities in house, savings of \$US 580,608 are predicted, representing a return on investment of 3 to 1.
- Management Skills Development workshops were held for management staff and supervisors, in order to instill in these leaders strategies related to change management, communication, working methods, time management, teamwork, and human resource management.

We would like to express our appreciation to the consultants and members of the team for the professionalism and dedication shown throughout the project as well as recommending London Consulting Group as a reliable, committed, and professional company whose work is always focused towards results.

Yours faithfully,

Jesús Abad Martínez

Director for Customer Commitment Assurance

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