



DRAKENSTEIN

MUNISIPALITEIT • MUNICIPALITY • UMASIPALA

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To whom it may concern

Business Reference Letter Recommending Professional Services

As the Communication and Marketing Manager of Drakenstein Municipality, I can fully recommend the services of Mr Séan Achim and the Knights Innovation Support Centre (Pty) Ltd team.

Knights ISC has been the preferred SharePoint Server support agency for the official website of Drakenstein Municipality, the second largest municipality in the Western Cape, since 2019 and was awarded the tender to continue with this work until June 2023.

We have been extremely impressed by the calibre of support of their whole team, who are always accessible and willing to assist. Knights ISC delivers a support service of a very high standard and provides us with a monthly report on our website statistics which is done in Power BI and illustrates an excellent understanding of our division's needs.

We have also been able to rely on the advice and insights of Knights ISC's Managing Director, Mr Achim, on a frequent basis. As a coach, mentor and professional with decades of experience in finding IT solutions for problems that businesses face on a daily basis, Mr Achim's breadth of knowledge is impressive. He has a deep understanding of business intelligence needs in relation to IT governance and IT as a whole.

Supporting a local government website in itself is a challenging project. Mr Achim and the Knights ISC team are doing a sterling job, and I feel confident in recommending their services.

If you have any further questions, please feel free to contact me at 021 807 6390 or rianag@drakenstein.gov.za.

Thank you.

Kind regards

Riana Geldenhuys

Manager: Communication and Marketing