

20 January 2021

LETTER OF REFERRAL

TO WHOM IT MAY CONCERN

I am the **Chief Operating Officer** for **Hermans and Roman Property Solutions (“H&R”)**. We have had the pleasure of engaging with Knights Innovation Support Centre (Knights ISC) when we found the need to develop a document management system and a large Data Warehouse for our Business Intelligence platform.

H&R is a company that focusses Property Asset Management, Property Management, Development Management and Fund Establishment. In an environment where our clients require having management reporting information at their fingertips in real-time, we need to ensure we have Business Intelligence systems and Document Management systems that are effective and secure.

Knights ISC has been our outsourced IT department with their managing Director, Mr. Séan Achim, being our outsourced CIO and Chief Architect since 2018. Over the years they have:

- helped us recover from a challenging Ransomware attack;
- helped us build an enterprise class network infrastructure;
- developed a world leading document management system in SharePoint;
- helped us build a powerful Datawarehouse for our ERP system;
- helped us build a powerful Business Intelligence platform with data models that provide deep and rich understanding our business and our market.

The whole Knights ISC team are commendable on their professionalism and their dedication to going the extra mile. They have a world class helpdesk ticketing system that they use to provide us with weekly reports on progress against work requests completed and cumulative hours used by our team members to help us to control our expenses on IT.

In particular, we had a challenge when building our Datawarehouse of getting to synchronize our accounting and ERP solution into the optimum tables, where their SQL Expert, Mr. Achim, who is also their managing Director, played and continues to play an invaluable role. His decades of experience comes through in his mentoring and coaching approach to solving our problems. He established a VPN connection to our ERP supplier, connected to their SQL Server and created a linked server to our on-premises environment and then proceeded to create a secure connection to our Datawarehouse to our team and clients for the purposes of our Power BI solutions.

Knights Innovation Support Centre is also our Microsoft Cloud Service Provider and as such their team has been able to help us get the best out of Microsoft Teams, Power BI, SharePoint and SQL Server at a price that is significantly less than the market rates.

Mr. Achim has developed some remarkably effective stored procedures and functions for us, using advanced techniques that consistently surprises and impresses anyone who evaluates them.

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Mr. Achim uses SQL as a natural language as it was intended to be. A language in which he is fluent.

Working with him and his team is an absolute pleasure. We know that his management experience and ability to lead his team will be of benefit to any client he chooses to work with. Over the years we have seen Knights ISC take on increasingly demanding work that would have caused a decline in our service level agreements from lesser support organisations and yet we have not suffered by their increased workload.

We would highly recommend working with Mr. Achim on any of your projects. We know that he has groomed his team to operate effectively without his direct intervention and we are confident that your SQL team will benefit from his decades of experience and his insightful approach to solving business logic through the Structured Query Language.

For any more information you may require, please feel free to contact me on the following number or feel free to drop me an email:

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Yours Sincerely,



Louis Hermans