

Monday 11 February 2019

Dear Michael

Over the weekend we went live with our Maximo 7.6 project. As I am sure you've already heard from your team, the cut-over and start up was seamless. I want to thank Kobie, Jacques, Pierre and all the team at Kalibrate for finishing this project in the same manner as they commenced it almost two years ago – with intelligence, fine attention to detail and unerring commitment.

Although Kalibrate was the clear front runner in our RFT process, it took a little convincing to align our Executive Sponsors behind our choice of a smaller company. That decision has been vindicated 100 times over throughout various stages of the project. With 10+ years of experience with Maximo, it is not surprising Kalibrate understand the software and the business processes inside out. What is unique, in my experience, is the way your team became part of our business and invested in our success. When the inevitable road bumps appeared, I cannot recall a single time when your team pointed fingers or shrugged shoulders. They just rolled up their sleeves and got on with it.

Maximo will give us the foundation to move up the maturity curve in our maintenance operations, increasing our rollingstock reliability and asset utilisation. Your team have done everything possible to set us up for success. I would employ Kalibrate again in a heartbeat and recommend your service to any other party undertaking an asset management project.

Warm regards



Paul Williams

Chief Information Officer