



08 May 2009

To Whom it may Concern:

During the last two and a half years, Bytes BI, the Business Intelligence practice area within Bytes Systems Integration has been involved with Medscheme for the provision of Professional Services to upgrade our Business Objects environment to the XI release, as well as the implementation of Management Dashboards and Performance Management Systems.

Bytes BI have provided support and consulting services to configure & maintain our Business Objects Enterprise system optimally for our environment, ensuring the resolution of any reported issues and implementation of any necessary fixes and service packs.

Our system is fully integrated into our Corporate Security and Intranet environments enabling easier administration and connectivity for our end users. Bytes BI also helped configure and implement our initial Dashboarding and Performance Management applications for the Deployment of Solutions for the Call Centre, Assessing and Claims environments. They were instrumental in ensuring that our initial project for deploying the Call Centre Solution in this environment was a success, while providing us, via mentorship and training the skills to deploy subsequent solutions ourselves.

Yours faithfully

Lynne Frauendorf
General Manager - Business Support Systems

A handwritten signature in black ink, appearing to be "Lynne Frauendorf", written over a horizontal line.