

October 4, 2012

Concertia Technologies Inc.
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To Whom It May Concern:

As the President of Concertia Technologies Inc., it is with great pleasure that I write this letter of recommendation for Richard Lapenna. I have worked with Richard since early 2011 and have been impressed with both his professionalism and performance in the field.

Richard was initially employed by Concertia as a Senior Technology Architect specializing in online government services. We required the services of a highly skilled resource who understood not only the industry trends from a government to citizen and government to business perspective, but one who also understood the business transformation possibilities to be realized through the use of advanced technologies and service oriented architectures. We required a strategic thinking individual who possessed real world experience in online government services, and who understood the marketing and delivery mechanisms. Richard was this person.

We then engaged Richard as a Senior Management Advisor to assist with our business development activities in the federal public sector. He performed an assessment of public sector business opportunities, marketing initiatives and new product development. Richard also was influential in several of our procurement activities and proposals, and partnered with Concertia on existing projects with the Public Health Agency of Canada (PHAC) and Service Nova Scotia and Municipal Relations (SNSMR). His recommendations were beneficial to the growth of our company.

Richard's expertise in solutions architecture and design helped shape new service offerings which aligned strategically to other provincial initiatives we were currently engaged on, thereby providing a synergy between our current client base and these new federal sector prospects.

In addition to this, Richard was employed by Concertia in the role of Senior Enterprise / Solutions Architect for the Atlantic Lottery Corporation (ALC). He executed an assessment on the current state of the ALC's Enterprise Architecture (EA) program and ALC's level of maturity against known EA methodologies, resulting in the development and vision of the ALC EA Value Chain. Richard developed an EA gating processes and a

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matrix-oriented operation model, prepared an EA action plan, and mentored EA management on establishing a TRM/SRM for the ALC.

I am happy to act as a reference for Richard and can speak to his management skills, work ethic, and professionalism. Please feel free to contact me should you require further information.

Sincerely,

A handwritten signature in black ink, appearing to read "Ross MacDougall", with a large, stylized flourish extending to the right.

Ross MacDougall
President
Concertia Technologies Inc.