
South African Electronic Tracking Systems
31 A Nicol Road
Bedfordview
Johannesburg
2008

6 September 2016

Letter of recommendation and performance appraisal

We are contracted by our client of a major cell phone network in South Africa to manage their high risk stores. On Saturday 3 September 2016 at 09:15 our clients store was robbed by armed robbers. Our ETS tracker was activated and Standard Operational Procedure followed. ITA recovery team was activated and by 13:00 all stock was recovered and arrests was made.

Three different stores were robbed by the syndicate as far as in Delmas. Goods (cellphones, x boxes, play stations, clothing, etc) to the value of more than R 1000,000 was recovered including R50,000 cash and Dollars. The getaway vehicle was also ceased and impounded by the SA Police.

The huge success in this major breakthrough lies in the absolute professional and persistence orderly manner each roll player conducts their operations:

Mtrack Pro unit: The getaway vehicle was parked 3 stories underground when discovered. This was obviously done by the suspects to avoid any signal transmitting, yet the device is so efficient that this could not prevent the recovery team from locating the unit. How ingenious is that for technology on this device! I might add that with this it is our fourth incident and we had a 100% recovery rate. Huge well done to all with the configuration, technical, settings and reporting of these devices.

ITA/Mtrack Control Room: It is remarkable to know that all the control room operators are trained to be punctual, clear and professional. Feedback on situation reports is of highest standard and even when they communicate with our clients directly, we receive compliments on how professional the communication is done. To Theunis, Mostafa and Rudi –a huge well-done. It is an absolute pleasure commutating with the feedback and sit-raps we receive in a professional way. This also includes all the calls from Periena, Fran, Ilana, Jane and Isando. Thank you for your persistence and professionalism.

ITA recovery team: Also a big word of recommendation towards your immediate response without hesitation. Mark and Anthony was the two guys who leave no stone unturned and never give up. Persistence driven and they are well trained and experienced, that is what one needs to be successful in their field. Congratulations on the excellent job you guys did.

In general congratulations to each and every role player, if I left some out, please accept my apologies.



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Registration no 2005/026208/07

48 Impala Ave
Monument Park
Pretoria

The past four incidents and especially Saturdays one, have proven to our clients that the system works and you will hear from us soon as we were tasked today to do a national role out, starting with the tracking devices. We will keep Rory updated with details. Thanks Rory for all your input as well.

Once again thank you to all, Mtrack will most certainly grow in their business and will always be recommended by us as the leader in tracking and recovery solutions.

Regards,



Neil Swart

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Some pics:



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