



Q1 2024

WESLEY CLOVER QUARTERLY UPDATE

**How Talkative and
Generative AI are
Revolutionizing
Customer Service**

**Edge Signal Enables
Edge AI to Drive
Revenues and
Customer Experience**

***CUSTOMER
EXPERIENCE***



Wesley Clover

Enabling Innovation, Technology and Growth



Wesley Clover



EDGE SIGNAL



MARTELLO



VizioSense





Table of Contents

3 Message from the Chairman

4 Insights from Stephen Poloz

EXPANSION STAGE COMPANIES

6 Martello

7 Solace

8 HYAS

GROWTH STAGE COMPANIES

9 Talkative

14 Cliniconex

15 thinkRF

16 Enjovia

17 Teldio

EARLY STAGE COMPANIES

18 Edge Signal

19 Pisano

20 Streetwave

21 Celestra Health

22 Benbria

23 Ai SPARK

WESLEY CLOVER ECOSYSTEM

24 Alacrity Global

24 Alacrité France

27 Alacrity Canada

28 L-SPARK

29 WCS Global

30 WCS Europe

31 Wesley Clover Parks

32 Celtic Manor Resort

33 Brookstreet Hotel

34 People Spotlight

Message from the Chairman



In speaking with other business leaders around the world, uncertainty continues to be a topic of discussion. Shifting consumer behaviors, geopolitical tensions, downward pressures on financing as well as technological disruptions — all add layers of complexity to short-term decision-making and longer-term planning. To help us better understand how to navigate, Stephen Poloz, a widely recognized economist, and ex-Governor of the Bank of Canada, kicks this edition off for us with a solid macroeconomic outlook for 2024. Many thanks Stephen.

“Artificial Intelligence Everywhere” remains a predominant theme and I am pleased to see the launch of AI-powered products across our portfolio. This includes AI-based monitoring for improved management for Multiple Sclerosis by **Celestra Health**, AI-driven advanced reporting by **Pisano**, scaled customer support with brand-trained generative AI from **Talkative**, **Edge Signal** AI-powered edge computing platform, and **Martello** with AI-driven improvements for global enterprise communications networks which, cut tech support costs and increase service quality levels.

Winning awards continues for several of our portfolio companies including French startup company, **CustomsBridge**, offering an AI-powered platform that optimizes customs clearance and compliance which made Challenges Magazine’s list of 100 Startups to Invest In. Recognized consistently as a leading adversary infrastructure platform, **HYAS** continues to win awards for its innovative solutions.

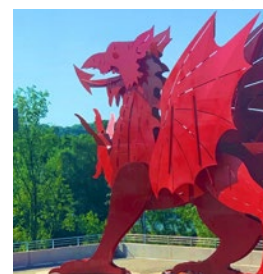
Our award-winning **Celtic Manor Resort**, the flagship of our Celtic Collection of hotels, celebrates 25 years of hospitality excellence this year. Nearby the Celtic Manor, a new hotel, the **Ty Hotel Newport**, will open this summer to further support the large conferences and expos held at the **International Centre Wales (ICC Wales)**. Look for the 50-foot high Red Dragon and the new Baby Dragon!

Located in Ottawa, Canada, **Wesley Clover Parks**, a four-season community hub for outdoor recreation, celebrates ten years of Ottawa Equestrian Tournaments. Don’t miss out on seeing international competition including Major League Show Jumping, at its best this summer. This year also marks a decade of disruption for **L-SPARK**, an enterprise and corporate accelerator who celebrated its 10th cohort of startups in its SaaS Accelerator.

Within **WCS Global** we expect to see continued expansion of our globalization activities across North America, India, Europe, and South America while several **Alacrity** portfolio companies are expected to complete larger funding rounds, adding to their ability to grow their global business.

Thank you as always for your continued interest and stay well.

Kind Regards,
Terry Matthews
Chairman





THE NEXT AGE OF UNCERTAINTY

Insights shared by **Stephen Poloz**, Special Advisor at Osler and former Governor of the Bank of Canada

Uncertainty is off the charts for leaders worldwide who are being pressed to prepare for more and forecast farther out. The geopolitical, economic, and financial volatility we are experiencing is not simply a run of bad luck but is the manifestation of underlying economic forces that are well known, including demographics, technological leaps, and rising income inequality.



Stephen Poloz,
Special Advisor,
Osler

“The Next Age of Uncertainty” may be the title of his book, but it also summarizes unique insights Stephen shared with us.

A former Governor of the Bank of Canada and a widely recognized economist with nearly 40 years of experience in financial markets, forecasting, and economic policy, Stephen now holds the position of Special Advisor at Osler to provide clients with strategic guidance regarding the financial system, trade, and economic policy both domestically and on a global scale. Prior to joining Osler, Stephen was the 9th Governor of the Bank of Canada and held senior positions at Export Development Canada and BCA Research. Stephen is an Honorary Certified International Trade Professional and a graduate of Columbia University’s Senior Executive Program. Previously a visiting scholar at the International Monetary Fund in Washington, D.C. and at the Economic Planning Agency in Tokyo, Japan, Stephen has taught economics at the University of Western Ontario, Concordia University and Queen’s School of Business.

How will companies need to adapt to thrive? We sat down with Stephen to get his perspective. We trust you will find these insights valuable.

Stephen, in the rapidly evolving landscape of technology and innovation, how do you see the role of central banks adapting to support and facilitate the growth of the tech sector? Are there specific monetary policies or regulatory approaches that you believe can best foster technological innovation while maintaining financial stability?

You’re asking about a connection between central bank policies and the tech sector. It’s important to highlight that there is no specific sectoral mandate for central banks related to technology. When a big productivity wave happens, central banks are supposed to just let it happen. Greenspan is remembered for how his policies contributed to the 2008 financial crisis. However, he did the right thing in holding interest rates unchanged when the economy was strong, because the strong economic growth at the time was due to the productivity benefits of the computer chip and the internet.

It takes courage for policy makers to hold back when everything is picking up speed. When the economy is strong, but inflation is not picking up, central banks are supposed to let that happen — keeping interest rates low to encourage a productivity wave and supply-led growth. Central banks often can’t help themselves though, knowing that inflation could be right around the corner when the economy is strong.

Looking at the situation we’re in today, macro signals are confused by a combination of strong demand and rising supply, this time due to the benefits of digitalization and AI. Interest rates are high because of inflation risk, while productivity is hard to measure with companies deploying technology to adjust operations and produce more capacity. Central banks understand all that, but it’s very difficult to navigate — especially at a time when you have huge government deficits that

are stimulating demand. It's an evolving landscape, and central banks will keep rates up until inflation risks subside, but that should be soon. Allowing rates to ease back down would keep capital more widely available for companies to develop new technologies and others to deploy new technology. If you keep interest rates elevated, you could nip the whole process in the bud, and you won't get the productivity wave that you're hoping for. If we get the timing right, there will be big productivity gains!

As technology continues to reshape industries and redefine traditional business models, what is your perspective on the potential impact of digital currencies and decentralized finance (DeFi) on the financial sector? How should tech CEOs navigate the changing landscape of digital currencies, and what role might central banks play in shaping the future of digital financial ecosystems?

The Bank of Canada has been given the mandate by the government of regulating all payment service providers, and there are thousands competing on costs and features. Of course, we can't have a wild west when people's money is at stake. Regulators create a sandbox for providers to play in with a series of protection measures for consumers.

Unfortunately, Facebook backed out of Diem — a permissioned blockchain-based stablecoin payment system. The value proposition of instant payments is real and needed, and competition is healthy. Traditional methods of payment are slow and with “know your customer” rules and other stipulations, heavily regulated. Central banks have to clear this up for everyone. The question arises, what role do central banks play when it comes to digital currencies? It's an uncertain space, and central banks are studying CBDCs (Central Bank Digital Currencies) and should make a Central Bank Digital Currency available — to provide an alternative and set a standard for a reliable, digital currency. This is not the same as forcing people to use the CBDC, just making it available for those who want one. Some people will want to stay with cash and should be allowed to do so.

With the ongoing global challenges, including supply chain disruptions and geopolitical tensions, how do you envision the collaboration between central banks and technology leaders in addressing these issues? What strategies or partnerships do you believe can be effective in mitigating risks and fostering economic resilience, particularly in the context of the tech industry's influence on global economic dynamics?

Supply chain disruptions and geopolitical tensions can have inflationary consequences. While central banks are interested in the issue, they don't have an appropriate tool to address this. Of course, if the only thing you have is a hammer, then everything looks like a nail! When faced with a supply disruption that raises inflation, you may have to raise interest rates just a little to make sure people remember you're on the job and you don't allow inflation to stick to the fridge on its way by — to prevent a secondary inflationary effect.

However, supply chain disruptions are a very difficult problem for central banks to deal with. As an economist, what am I supposed to do about the chip shortage, for example, that I read about in the newspaper? Collecting more real-time data and a collaborative effort between technology leaders would make a difference. We need a collaborative response to deal with whatever shortages emerge to jointly address these issues in the future.

With the increasing emphasis on environmental sustainability and climate-related risks, how should the Bank of Canada be integrating these factors into its monetary policy and financial stability considerations? Are there specific measures or collaborations with other stakeholders that the Bank should be exploring to address the challenges posed by climate change in the context of monetary and financial policy?

Central banks lack the tools to fight climate change. However, they are adopting an interest in the issue — but for very indirect reasons. Volatile weather events, such as tornadoes, floods, etc. pose a direct climate related risk to the economy. We need to understand this but can't do anything about it.

The more important issue to look at is when an economy has a convulsion because of climate outcomes, posing risks to businesses, banks, and insurance companies. These shocks can find a way into the fabric of our financial system. You never know what kind of disruption could take down your banking system. Central banks want to know that a bank or insurer is measuring their risks and is appropriately provisioned in case something bad happens.

Central banks are responsible for economic and monetary policy as well as the soundness of the financial system. If the financial system is falling apart, the economy can't function. Hence, central banks have an interest in ensuring that banks and insurers are appropriately provisioning for climate-related shocks.

To learn more about Stephen and/or connect with him, visit the [Osler, Hoskin & Harcourt website](#). ●



Gaining Momentum as the Go-To Solution to Deliver a Frictionless Microsoft 365 User Experience

MARTELLO — SaaS for Enterprise Digital Experience Monitoring • martellotech.com

In the rapidly evolving landscape of digital collaboration, **Martello** continues to stand out as the go-to solution to deliver a frictionless Microsoft 365 user experience. Recent developments, including board enhancements and key partnerships with Yorktel and Orange Business Services, reinforce Martello's market leadership in delivering exceptional Microsoft 365 experiences.

A Proactive Microsoft Monitoring Approach by the UK DWP

For the UK Department for Work and Pensions (DWP), seamless collaboration and communication are vital. With over 100,000 staff reliant on the Microsoft 365 suite and millions of calls and meetings every month, any disruption to these systems is considered a significant hit to productivity and business results. Facing challenges in monitoring Microsoft services proactively, the DWP sought a solution to ensure uninterrupted productivity. Turning to Martello's Vantage DX, DWP deployed synthetic transactions to simulate user actions, allowing for early issue detection. Vantage DX provided

additional benefits, including visualizing issue locations and streamlining reporting, leading to increased confidence, efficiency, and cost reduction. According to the DWP, "With Vantage DX, we now have confidence that we can proactively detect Microsoft 365 and Teams issues and have them resolved quickly, to improve service delivery." Martello's collaborative approach showcases the transformative power of proactive monitoring in overcoming Microsoft 365 challenges. [Read more.](#)

Martello and Orange Business Services helps Mondelēz Carries out Major Global Communications Transformation

Martello and partner Orange Business Services were instrumental in Mondelēz International's [transition to a unified digital workspace](#) powered by Microsoft Teams, impacting 65,000 employees across 200+ global locations. With Orange's expertise and global reach, the transformation simplified American multinational food company Mondelēz's communications, standardized infrastructure, and enhanced scalability, leading to improved productivity and cost savings. This successful partnership with Martello underscores the importance of proactive management in modernizing global communications. [Watch the Video.](#)

Martello Joins Forces with Yorktel to Bring Vantage DX to Microsoft Teams Managed Service

Martello [recently announced](#) a strategic partnership with Yorktel, a leading managed services provider, to offer Vantage DX through Yorktel's Modern Workplace as a Service (MWaaS) offering. This [collaboration](#) marks a significant milestone as the partnership secures its first customer, a large US multinational investment management firm. The partnership aims to address performance challenges and enhance user experiences as enterprises rely more on Teams for operations.

Martello Adds Bench Strength and Confirms CEO Appointment

Martello [recently bolstered](#) its board with the appointment of Jim Clark as Chief Executive Officer and the addition of Microsoft software industry executive Alec Saunders. Terry Matthews, Chairman of Martello said of the appointments: "Jim's exemplary leadership as Interim CEO has fueled operational enhancements, propelling our trajectory towards revenue growth. I have full confidence in his ability to uphold our commitment to the Martello strategic vision and operational excellence in the CEO role. I look forward to the contribution that Alec will make to the Company, with his rich background in partner strategy and development within the Microsoft ecosystem, coupled with his entrepreneurial experience. Alec will undoubtedly contribute strategic insights that will help steer us towards success."

As Martello strengthens its leadership and expands its partnerships it reaffirms its commitment to delivering superior Microsoft Teams experiences, setting a new standard for proactive monitoring and transformative digital collaboration. [🔴](#)



MARTELLO

Solace Named a Leader in Inaugural 2024 IDC MarketScape Report for Worldwide Event Brokering Software

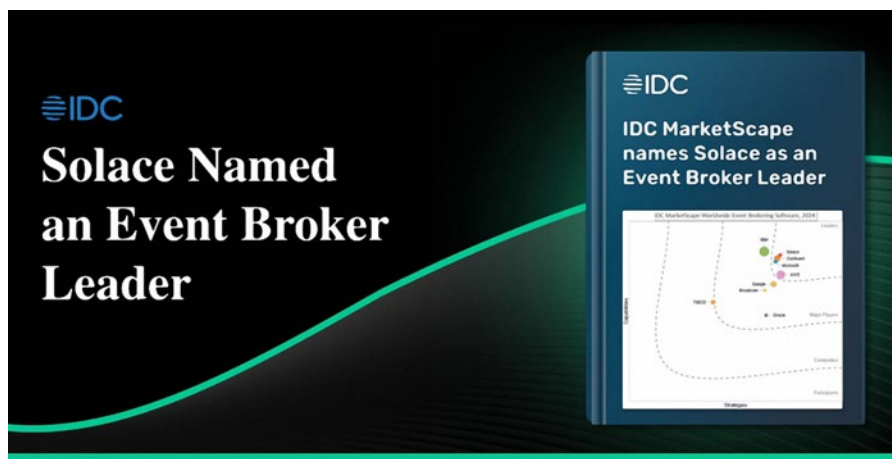
SOLACE — The Leading Enabler of event-driven architecture for real-time enterprise • solace.com

This past quarter saw **Solace** recognized as a “Leader” in the **IDC MarketScape: Worldwide Event Brokering Software 2023 Vendor Assessment**, the first and only Event Broker competitive evaluation by a major analyst firm.

The IDC MarketScape study evaluated the functional capabilities and go-to-market strategies of several major event broker software vendors serving customers across a wide range of industries. Vendors were assessed on criteria such as architecture compatibility, security and access; brokering, monitoring and resiliency functionality; pricing models; customer delivery strategy and customer success; partner ecosystem and community; as well as growth and innovation.

In addition to highlighting Solace’s strengths in the areas of customer success and product innovation, the report specifically noted Solace brokers’:

- **Topic management capabilities**, stating “Solace has highly robust ‘smart topic’ management capabilities compared with many other vendors in this space. Solace comes with all core monitoring capabilities covered out-of-the-box, such as detailed logging, notifications and alerts, message tracing, and more. In addition, Solace goes beyond the normal monitoring capabilities, partnering with many popular data management and security tools for advanced monitoring.”
- **Event Mesh capabilities**, stating “Solace PubSub+ includes strong event mesh capabilities to create a network of brokers intended to enable seamless



access to data and events across highly distributed applications in hybrid and multi-cloud deployments. When customers deploy event mesh alongside Solace’s smart topic management and multi-protocol support, distributed applications can efficiently exchange real-time data without prior knowledge of connection specifics for either application.”

“The world is becoming more connected, prompting organizations to move away from outdated systems with siloed data to transform how they deliver services and interact with their customers and partners in real-time,” said Shawn McAllister, CTO and CPO, Solace. “We are proud to be recognized by the IDC MarketScape in this inaugural vendor assessment of this market and we believe this further validates Solace as a leader in delivering the event-driven integration and streaming capabilities our customers demand to best differentiate them in the market and help them succeed.”

Over the past two decades, Solace has helped organizations of all sizes — from innovative startups to the world’s leading companies — act on and react to real-time data, or events, to improve operational

efficiencies and deliver optimal customer experiences. To date, Solace’s PubSub+ event-driven integration and streaming platform — underpinned by event-driven architecture — processes over 1TB of events data every day and can be found in 60% of the world’s largest investment banks, 4 of the top 5 FX companies, 4 of the top 12 telcos and 30% of the largest CPG manufacturers and retail chains. Solace also plays a significant role in major digital government initiatives in Canada, Singapore, India, Hong Kong, Dubai and Japan. 🍌

solace.



HYAS Infosec Excels in Q1 2024: A Synopsis of Achievements

HYAS INFOSEC — Leader in cybersecurity solutions • hyas.com

HYAS Infosec, the leading adversary infrastructure platform provider renowned for its unmatched visibility, protection, and security against diverse malware and cyber threats, has marked significant milestones in the first quarter of 2024. HYAS' achievements in Q1 2024 underscore our commitment to advancing cybersecurity through innovative solutions and thought leadership. Here is a summary of notable accomplishments:

- 1. Launch of Free HYAS Insight Intel Feed:** HYAS introduced the **free HYAS Insight Intel Feed**, an extension of its award-winning threat intelligence solution, HYAS Insight. This offering aims to empower organizations globally with proactive cybersecurity insights. Leveraging data from various authoritative sources, including exclusive and commercial datasets, this intelligence feed enables security teams to detect, mitigate, and defend against cyber threats effectively.
- 2. Expansion of the HYAS ONPOINT Program:** HYAS is empowering MSPs, MSSPs, and channel partners to offer HYAS Protect, the top protective DNS solution, and leverage HYAS Insight proactive threat intelligence platform. Partners opting into the **HYAS Protect + Insight Program** will deliver a cybersecurity solution that sets them apart, without price cuts or sacrificing margins, elevating their service offerings, increasing client retention, and gives sales teams a highly differentiated solution to offer to clients and prospects.
- 3. Recognition at Security Today's GOVIES Government Security Awards:** HYAS received three prestigious awards in the **GOVIES Cyber Defense Solutions and Monitoring Solutions categories** that serve the government sector. HYAS Insight threat intelligence and investigation platform garnered top honors for providing unprecedented visibility and proactive intelligence on attacks, including real-time alerts on emerging threats. Additionally, HYAS Protect protective DNS was recognized for its proactive security capabilities, ensuring high-speed protection against evolving threats.
- 4. Gold and Silver Wins at the Globee Cybersecurity Awards:** **HYAS clinched multiple Gold Globee Awards**, including Advanced Threat Intelligence, Cyber Threat Intelligence, Cybersecurity Research, and Fraud Protection and Prevention. Moreover, HYAS secured Silver Globee Awards in the Threat Intelligence and Cybersecurity Thought Leadership categories. These accolades acknowledge HYAS' innovative solutions that offer proactive threat intelligence and robust protection against cyber threats.
- 5. Contributions to Cybersecurity Thought Leadership:** Through the HYAS Adversary Infrastructure Platform's patented techniques, organizations gain real-time insights into adversary infrastructure changes, enabling proactive defense measures. HYAS' groundbreaking research on AI-based threats, including **BlackMamba** and **EyeSpy**, underscores its commitment to driving product efficacy against evolving cyber threats to ensure true cyber resiliency for organizations. ○

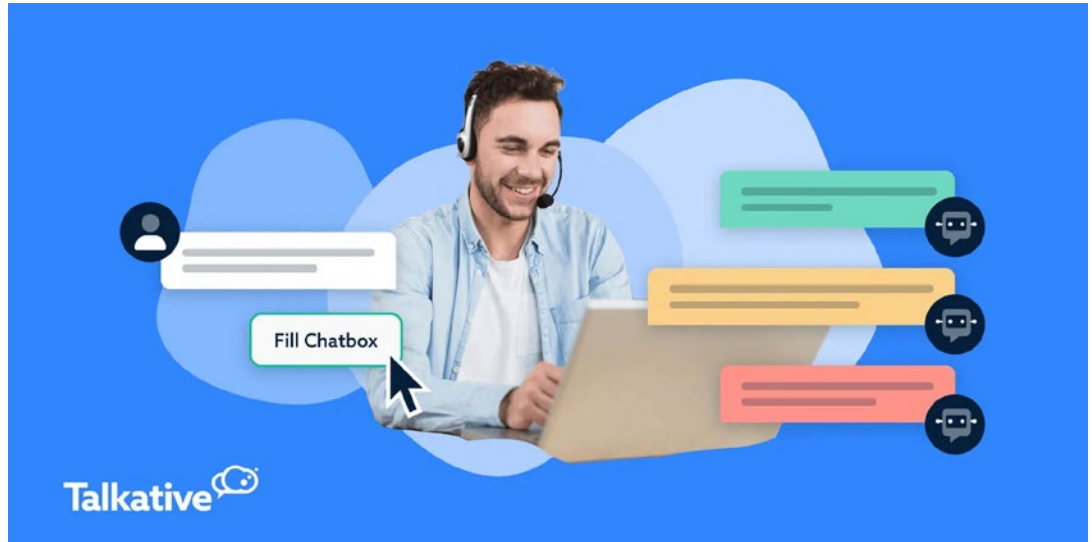


Impact of Generative AI on Customer Experience — How Talkative Is Revolutionizing Customer Service

TALKATIVE — Digital services software for contact centers • gettalkative.com



Felix Winstone
CEO and Co-Founder Talkative



As a provider of customer service software for contact centers, Talkative makes digital customer contact more profitable, productive, and personal.

An interview with Talkative CEO and Co-Founder, Felix Winstone

Tell us about Talkative and how the company has evolved over the years.

Talkative is all about helping organizations deliver great digital customer service.

While the technologies and tactics have changed since the inception of Talkative, this goal remains constant.

When we started the company, we wanted to bridge the gap between digital journeys (websites) and contact centers. That led to an initial offering of video chat and web chat, to provide human assistance through a company website.

We were perhaps too early with video — but then the pandemic changed the perception of video chat and its adoption. As consumers became comfortable with video in their personal/work lives, the adoption of video in the contact center followed.

We're now seeing another consumer perception shift driving technology adoption in the contact center.

Chatbots used to be associated with consumer frustration — we've all had frustrating experiences where we get "stuck in a loop" as consumers when we just want to speak to someone!

ChatGPT's arrival has changed consumer perception of what chatbots can do. Consumers now know what the technology can achieve. And we're subsequently seeing a massive shift in how organizations are using generative AI to improve contact center operations.

You mentioned the impact AI has had and still has on your organization and offerings. Could you please elaborate?

Generative AI, specifically Large Language Models (LLMs), are trained with the fundamental goal of understanding language at the deepest level possible.

LLMs are quite unlike traditional computers. They are probabilistic, rather than deterministic. They're not that good at calculation. But they are excellent at understanding and using language. ▶

Fortunately, this makes them great for customer service applications.

At Talkative, we've used LLMs to radically improve the effectiveness of three key areas of our offering:

1. **Responding quickly and accurately to customer questions**
2. **Helping agents be as effective as possible**
3. **Helping supervisors effectively manage a team of agents**

Our product offering has therefore improved in all key dimensions. It's been supercharged by AI.

Luckily, most organizations' decision-makers have used ChatGPT themselves as consumers, so they "get" what is now possible.

Another big change for us is internalizing how neural networks work, and how they are replacing traditional software. For the last 50 years of software, we've become accustomed to rule-based, deterministic software written by humans. You write some rules, and you get a predictable output. But neural networks are a complete paradigm shift. Instead of writing code, data is now most important. Instead of having software we can interpret and debug, we have a black box that can give different output answers to the same question input.

What are the benefits of using generative AI for customer support?

The promised land of AI is that, in a not-too-distant future, AI can take care of all of your customer support. 100% of it. Instantly.

Imagine your best human customer service agent, with 10,000 years of experience, working 24/7, speaking every language, and answering every question in one second. That is what is coming.

In the short term though, we are obviously not there yet. However, there are still significant benefits to be had today, such as reducing customer wait times, increasing efficiency, and enhancing the customer experience — all while maintaining a consistent and high-quality output. Other specific benefits include: 24/7 availability, scalability, consistency, cost-effectiveness, speed, and efficiency gains.

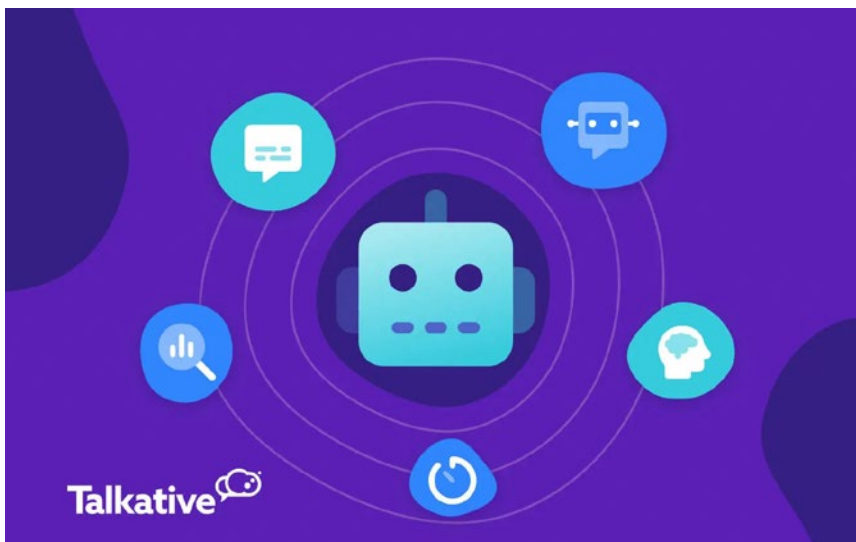
For example, chatbots leveraging GenAI can now automate over 50% of interactions, compared to 10-15% on average for traditional "intent-based" chatbots.

GenAI excels in translation, so an added benefit is enabling instant multilingual support and real-time translation during interactions, breaking down language barriers and catering to a diverse customer base.

Data insights are important to note too. GenAI can gather and analyze customer interaction data, providing valuable insights into customer behavior, preferences, and pain points, which can inform business decisions and improve the overall customer experience.

AI in customer service can also aid agents during conversations and analyze vast datasets for real-time insights and decision making.

Through automation, AI enables businesses to operate more efficiently by saving time and reducing reliance on human support agents. It also enhances the customer experience by optimizing self-service options and ensuring faster, highly accurate human-powered support.



Earlier, you mentioned conversational AI, Felix. What exactly does it entail?

It's admittedly a bit of a buzzword! In essence, conversational AI is an umbrella term for all AI technologies that simulate natural conversations between humans and machines. It's primarily associated with automating customer service interactions.

Are there limitations when it comes to conversational AI?

As with any technological advancement, deploying conversational AI in customer service poses certain challenges, including data sovereignty and AI hallucinations.

However, these limitations can be addressed and overcome with strategies like integrating with an AI knowledge base. For organizations to be successful, they might need to give users the option to bypass their AI and speak to a human agent when needed. This not only ensures that customers are receiving the support they need in sensitive or complex situations, but also helps in maintaining customer loyalty and trust.

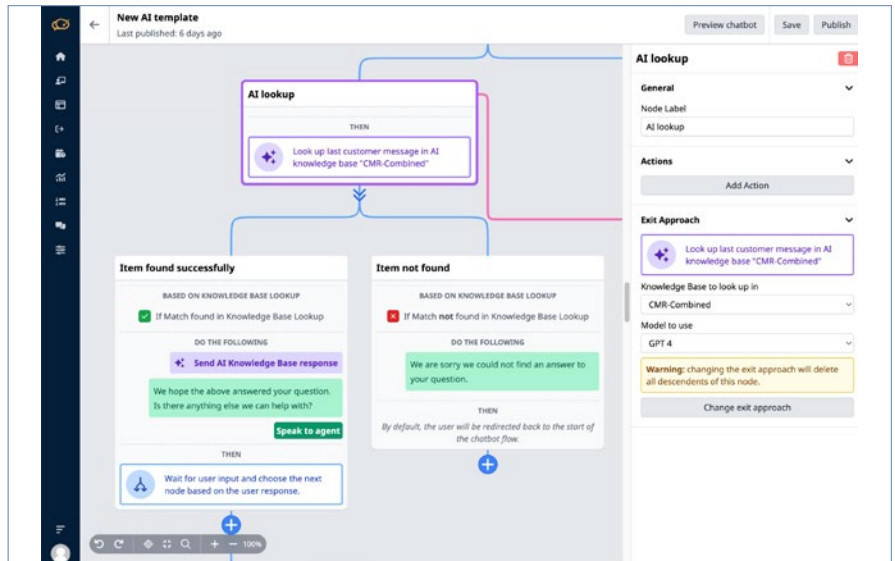
AI hallucinations refer to instances where AI systems like chatbots output incorrect, nonsensical, or misleading information in their responses. These shortcomings can easily be overcome by optimizing training data and implementing fallback mechanisms that trigger when the AI is unsure about a response. I'm pretty sure we're all familiar with responses similar to "I didn't quite get that, let me connect you with the team" when talking to a chatbot.

How are your customers applying GenAI? Could you give us some examples?

There are currently three main categories of GenAI in the contact center:

1. Chatbots
2. Copilots
3. Supervisor assistants

Chatbots are the most obvious use of GenAI. Our Talkative GenAI chatbot enables organizations to import URLs from their



company websites into their personalized AI knowledge base, along with articles, documents, and additional resources. Subsequently, the bots can assimilate this information and address inquiries about our customers' business, products, and services, whether received via their website, app, or social media platforms.

The key advantage of basing responses on a knowledge base is to minimize hallucinations and ensure you're only sending business-appropriate responses.

GenAI chatbots offer two key advantages over traditional intent-based chatbots:

1. **Greatly decreased implementation and set up** — you just need to add your website/data. Intent-based chatbots require you to list out every single response, and (even worse) every single way a customer might ask that particular question.
2. **Greatly increased response rate** — GenAI has excellent understanding of user questions, even if they contain typos or are in another language! A good example is if a customer asks two questions in one message. A traditional intent would fail here, but GenAI responses excel. This increased response rate in turn leads to increased resolution rates, which means happier customers, and a more efficient organization. ▶

AI hallucinations refer to instances where AI systems like chatbots output incorrect, nonsensical, or misleading information in their responses. These shortcomings can easily be overcome by optimizing training data and implementing fallback mechanisms that trigger when the AI is unsure about a response.

At Talkative, we provide an AI copilot, which uses the same AI knowledge base to suggest answers to agents. Agents can also ask the copilot for recommendations or for answers to questions.

We've deployed GenAI chatbots across retail, financial services, and local government, and the benefits are clear and immediate.

Copilot/agent assist tools are very popular as they provide customer service teams with real-time information and recommendations during interactions. At Talkative, we provide an AI copilot, which uses the same AI knowledge base to suggest answers to agents. Agents can also ask the copilot for recommendations or for answers to questions. The AI Agent Rephrase tool also helps ensure that agents provide accurate and consistent information. It works by offering improved or revised versions of agent messages during chat interactions. Instead of having to manually edit and proofread each live chat message, agents can choose a preferred tone/style and have the AI do all the work for them.

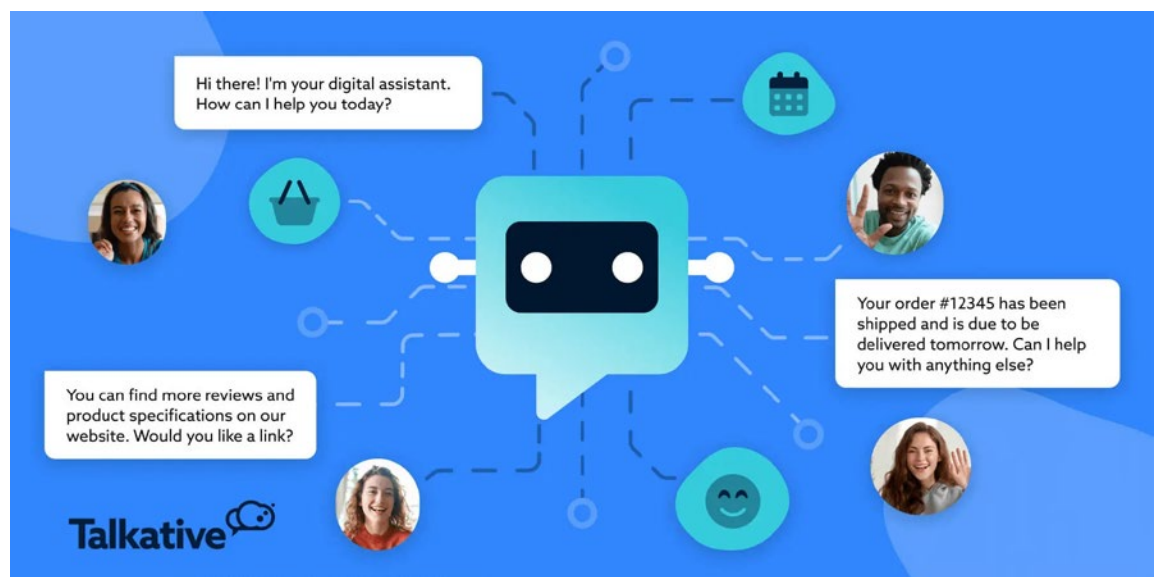
Where AI chatbots can be thought of as doing an agent's role, Supervisor AI is designed to do the work of a supervisor. Gradually at first, through summarization and insight reports, but doing more and more of this function over time as capabilities improve. With Talkative, every interaction (chat, video, SMS, etc.) is instantly summarized, both individually and collectively. This is valuable for quality assurance, training, and compliance.

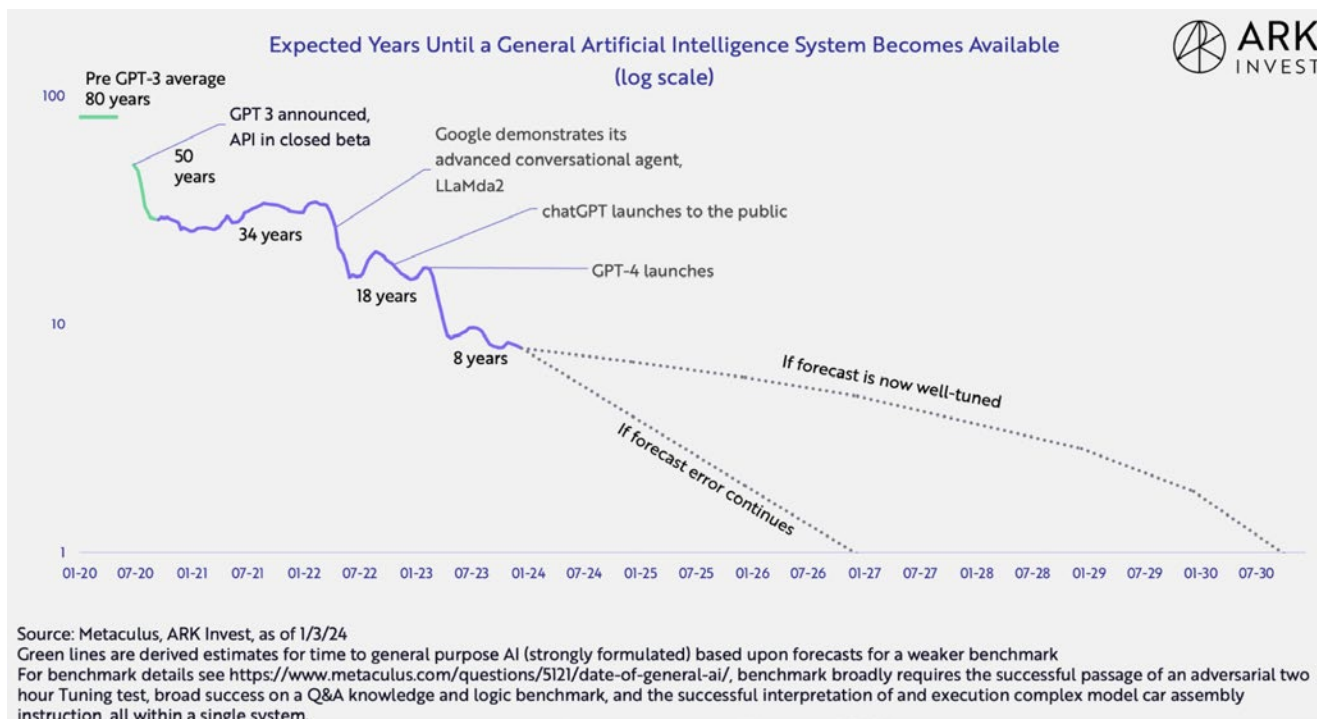
AI excels at processing vast amounts of information very quickly in order to extract meaningful patterns or trends. Our clients are using our platform to automate reporting and to gain detailed insights into analytics, efficiencies, and the performance of their customer service teams.

Another supervisor tool we recently introduced is AI Agent Training. It trains agents by pitting them against chatbot simulations of customer interactions. Agents can practice customer communication, troubleshooting, issue resolution, and navigating difficult conversations — all within a controlled, risk-free environment.

GenAI is here to stay, and organizations worldwide should embrace it to remain competitive. It is going to play a pivotal role in the future of business and customer service.

While GenAI is already capable of a lot of things, it's not at a point where it can fully automate your contact center, at least not yet. You still need humans. This is where we try to add value with our platform. We make it easy for organizations to try, use, and review AI alongside existing operations, and give teams the insights to understand its effectiveness, and how it can be improved.





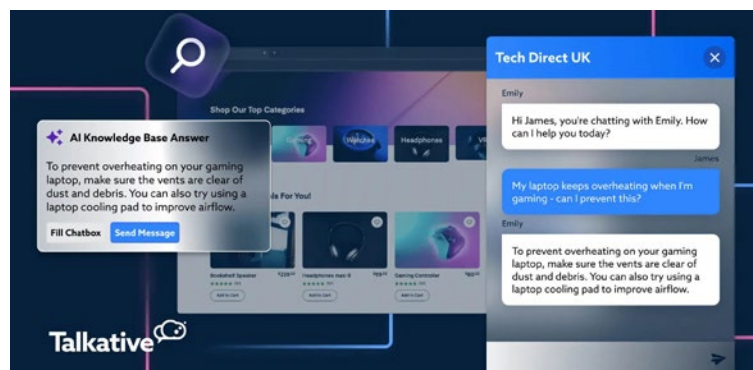
Would you like to add anything else, Felix?

One common misconception we see is that organizations underestimate the acceleration of capabilities in AI over the coming months and years. They assume that GPT-4 is as good as it's going to get.

The quality of LLM improvement is highly predictable and is a function of i) the amount of parameters used in the neural network, and ii) the amount of training data. This is why companies like Microsoft are spending \$100Bn on data centre build out. It's because the advancements in intelligence come "for free" without any progress in algorithms, solely through increased computation and data. There are currently no signs of this trend topping out.

This means that the models in the coming months and years will be substantially improved.

We've seen this firsthand. In late 2022 we used OpenAI's API for Agent Assist with an early version of GPT-3. It was not good enough for customers to use (they tried). Little more than a year later, GPT-4 Turbo provides highly accurate answers, and our customers give it rave reviews. Putting



something measurable around this, the context window has grown by 32x!

Today we see analysts saying things like "GenAI is not ready for handling customer interactions" but we believe this is short-sighted.

The current limitations (e.g. hallucinations) are transient and will no longer be issues as models become more powerful, more controllable, and more reliable.

Now, the question for many businesses is whether to integrate GenAI. Soon, the question will be why they didn't adopt it sooner.

To learn more, visit gettalkative.com



Cliniconex at ViVE 2024: Charting the Future of Healthcare Innovation

CLINICONEX — Patient engagement platform for medical and care professionals • [cliniconex.com](https://www.cliniconex.com)

Cliniconex recently made a significant mark at the ViVE 2024 conference in Los Angeles, underscoring their leadership in healthcare technology innovation. Their participation highlighted the success of Cliniconex solutions, opened dialogues with potential partners, investors, and new market segments, and underlined their commitment to leveraging Artificial Intelligence (AI) in healthcare.

The conference served as an invaluable platform for strategic engagement. Cliniconex team members engaged in substantive conversations with prospective customers, partners, and investors, discussing collaboration opportunities and exploring synergies. These discussions


were not only fruitful in the immediate term but also set the stage for future partnerships that align with Cliniconex's strategic goals.

All about AI

The role and future of AI in healthcare were a highlight of the conference. The series of presentations provided critical insights into the current landscape and future directions of AI in the healthcare industry. For Cliniconex, these presentations were more than informative; they served as a source of inspiration, challenging the team to think innovatively about the application of AI in enhancing healthcare delivery.

Armed with the knowledge and insights gained from ViVE 2024, Cliniconex is integrating these learnings into its company-wide strategy for 2024. AI will play a pivotal role in the future of healthcare,

and Cliniconex is committed to being at the forefront of this transformation. They are actively exploring new ways to incorporate AI into their solutions to effectively address the evolving needs of healthcare providers and patients.

Cliniconex's participation in ViVE 2024 was a resounding success. It affirmed their position as a leader in healthcare technology and provided them with a clear direction for their 2024 strategic initiatives. Cliniconex remains dedicated to driving innovation in healthcare, with a focus on improving communication, enhancing patient care, and leveraging the latest advancements in AI to meet the challenges of tomorrow's healthcare landscape. 



Meeting Market Needs Head-On

thinkRF — Leader in software-defined spectrum analysis platforms • thinkrf.com

First quarter results show that **thinkRF** is on a healthy growth trajectory. **thinkRF** is meeting targets on several fronts and paving a way to triple 2023 revenue. This is thanks to the cloud-based autonomous and continuous network intelligence and monitoring platform, **SXM**, which is gaining traction in global markets.

Spectrum license auditing is crucial for government regulators to ensure that mobile network operators (MNOs) fulfill their spectrum license obligations. Prior to **SXM**, it was not economically feasible for government regulators to audit MNOs' utilization of their spectrum licenses anywhere, anytime. Following a successful pilot deployment with a North American regulator, **thinkRF** is in the final stages of securing a significant nationwide deployment deal for **SXM**, with contract signing expected in April. Additionally, **thinkRF** is finalizing another pilot program with a South American regulator, highlighting the global importance of spectrum license auditing as well as **thinkRF** mastery to secure that need.

With the evolution of standalone (SA) 5G networks, private network deployments are exponentially growing, where shared spectrum monitoring is essential to maintaining network reliability and ensuring business continuity. **thinkRF SXM** is proving to be the best fit for this mission through its unique autonomous and continuous operation. This month, **thinkRF** secured Disney Parks as the first private network operator (PNO) to sign up for a pilot program, ensuring their network



operates smoothly 24/7. Furthermore, **thinkRF** has initiated a pilot project with Bell Mobility, one of the top three MNOs in Canada, to detect and analyze cross-border interference further improving their reach and quality of service. Another noteworthy achievement for **thinkRF** is the recent deal with the government of Egypt for the deployment of 100 spectrum analysis platforms. These successes underscore the effectiveness of **thinkRF's** sales funnel strategy.

Central to **thinkRF's** success is their continuous product evolution. The GA Release of the **SXM Dashboard** represents a significant milestone, providing operators with advanced analytics and insights to optimize their wireless services. The dashboard transforms complex data into meaningful charts and graphs, enhancing wireless service awareness for operators and regulators alike. A major update to the **SXM Signal Analysis Application** was released this quarter, remarkably improving 3GPP signal analysis, enhancing accuracy, introducing new features, and boosting reliability and processing speed.

At the core of **SXM** lies **thinkRF's** Real-Time Spectrum Analyzer (RTSA). This quarter, **thinkRF** successfully introduced the R6000, the next-generation RTSA tailored for cost-effective RF monitoring. The R6000 delivers significant enhancements in spectrum analysis performance and

ABOUT thinkRF We are revolutionizing network analytics and spectrum intelligence. We provide an autonomous, continuous IoT cloud centric approach to network monitoring and intelligence, delivering a richer characterization of spectrum usage at a fraction of the cost. Our platform, Spectrum eXperience Management (**SXM**) provides real-time and autonomous spectrum intelligence and monitoring. **SXM** continuously characterizes network usage in an area, uploading data to the cloud where it's aggregated across the **SXM** network. From this aggregated data, we derive valuable insights, empowering clients and subscribers to optimize billions of dollars in annual spending on spectrum acquisition and network planning.

portability, being nearly half the size of its predecessor while offering improved RF and digital performance. Furthermore, a firmware upgrade for the R5xx0 RTSA line has been rolled out, addressing a key sales opportunity by increasing data transfer rates to 500 Mb/s to support >20MHz continuous streaming. Furthermore, the launch of the S1000 Spectraware, a web-based Spectrum Analysis software ▶

application, replaces the existing S240 and provides seamless integration with thinkRF's RTSA products, offering more spectrum analysis options for the SXM platform.

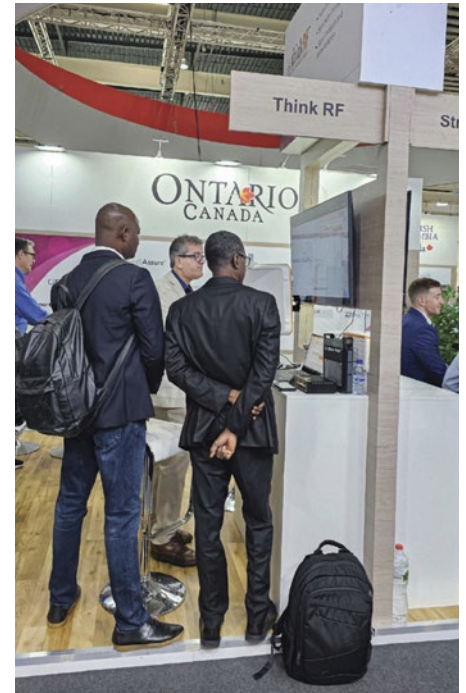
This quarter, thinkRF launched various marketing activities. Marketing efforts included well-crafted campaigns, email nurture initiatives, direct outreach, and robust social media and website strategies. Additionally, thinkRF partnered with the industry's top three publications, facilitating new contacts and meetings, and reinforcing their industry presence.

In February 2024, thinkRF exhibited SXM at the Mobile World Congress (MWC) in Barcelona for the second year. MWC, the largest telecom event globally, provided valuable networking opportunities and increased visibility to a targeted audience.

The event was instrumental in lead generation, brand building, and recognition. It also offered valuable product feedback, competitive insights into industry trends and the potential for immediate sales and long-term customer relationships.

We always set up one SXM node and collect real-time data at the tradeshow that we exhibit at and look for interesting insights. During MWC24, SXM detected a rogue base station that was operating right on top of Vodafone's 5G network, and we produced a [video](#) about it!

In other news, RCR Wireless interviewed Jonathan Morris at our booth. He had the opportunity to share our perspective on network intelligence and analytics. Click [here](#) to watch the video. 📺



Celebrating a Milestone Quarter at Enjovia

ENJOVIA — Revolutionizing the gift voucher management sector • enjovia.com

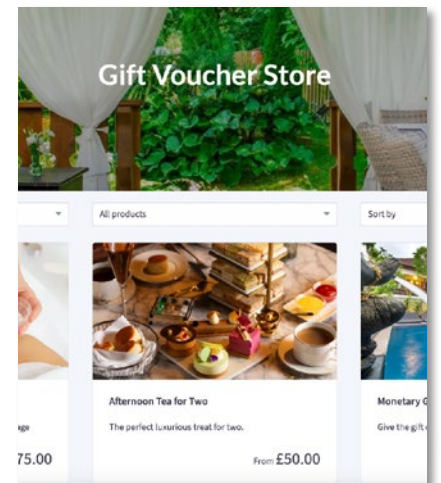
At **Enjovia** this quarter, we achieved a pivotal milestone by welcoming our 200th customer, spreading our reach across 35 countries and supporting transactions in over nine languages. After five years in operation, Enjovia proudly maintains a customer retention rate exceeding 97%. This enduring success highlights the deep trust and confidence that a wide range of businesses have in our voucher system to enhance their sales and customer engagement efforts.

We are thrilled to announce the forthcoming launch of Enjovia 3.0, the latest evolution of our platform, which promises to revolutionize the way our clients manage and sell vouchers. Enjovia 3.0 introduces an array of powerful features, including an open API that paves the way for seamless integration with third-party booking systems and e-commerce websites. To see a demo, please contact us at contact@enjovia.com.

One of the cornerstone features of Enjovia 3.0 is its enhanced self-up capability. This allows for an intuitive, user-friendly experience where clients can autonomously manage and update their voucher offerings.

Furthermore, Enjovia 3.0 addresses the needs of businesses operating across multiple locations with its multi-store management feature. This functionality is designed to simplify the complexities associated with managing voucher sales and redemptions across various outlets or brands providing a unified view that ensures consistency and control.

We also fortified our financial foundations this quarter. Thanks to the continued support from our existing investors, including Wesley Clover, we successfully secured a £100k investment round. This capital infusion not only testifies to our past successes but also paves the way towards a brighter future, enabling us to innovate further, scale our operations, and continue providing exceptional service to our clients.



The festive period proved to be exceptionally rewarding, marking the biggest Christmas season we've had so far. We're proud to report that we earned £86k during the recent Christmas period, highlighting the effectiveness of our platform in capitalizing on the peak holiday season.

The milestones achieved this quarter are not just ours but a shared success with our customers, investors, and the dedicated team at Enjovia. 📺



Teldio and Avtec Extend Two-Way Radio Dispatching with Visual Situational Awareness

Revolutionizing Dispatch
Operations with Location
Tracking, Messaging, Alarming,
and Integrations

TELUDIO — Solutions enabling operational efficiency, improved customer service and enhanced safety • teldio.com

Today, integrating diverse systems and technologies is vital for enhancing operational efficiency and security across various sectors. **Teldio**, a global leader in advanced two-way radio and video solutions, and **Avtec**, a Motorola Solutions company and industry leader in radio dispatch consoles for mission-critical and commercial communications, extended Avtec Scout Console deployments to include **Teldio TruFleet Plus**.

With Teldio, Avtec customers can extend the functionality of their radio dispatch networks by enabling accurate location tracking for both indoor and outdoor environments, radio messaging, and active alarms directly within Avtec Scout Console, catering to the needs of multiple industries.

Teldio TruFleet Plus also provides native connection between Avtec radio dispatch networks and Motorola Solutions' **Avigilon** video security deployments, enabling location and critical events to trigger video actions.



This integrated solution offers significant benefits to a variety of industries like manufacturing, aviation, and utilities, providing repeatable use cases for enhanced safety, security and efficiency.

For instance, in a manufacturing plant where a lone worker is operating heavy machinery and an accident occurs, Teldio TruFleet Plus seamlessly triggers an emergency notification directly within the Avtec Scout Console, alerting dispatchers to the incident's precise location. This immediate notification enables responders to swiftly locate the worker amidst the large plant, ensuring prompt assistance.

Similarly, at an airport, video surveillance cameras detect an individual trespassing into a restricted area, triggering an emergency notification within Avtec Scout Console via Teldio TruFleet Plus, notifying security and pinpointing the intruder's precise whereabouts. This integrated approach enables a fast and strategic response to neutralize potential threats, significantly bolstering overall security measures throughout the airport.

Additionally, in utility operations, when a technician encounters an issue requiring team assistance at a job site, they promptly notify dispatch. Leveraging real-time location tracking, dispatch quickly identifies the nearest available technician and sends



them a radio message within Avtec Scout Console via Teldio TruFleet Plus. This efficient process enables dispatch to deploy assistance to the technician in need, ensuring swift resolution of the issue and minimizing operational downtime.

This integration provides comprehensive solutions for communication, safety, security and efficiency across industries, aligning with the current customer priorities of visibility, integration, and automation.

As Teldio remains committed to delivering high-value, North American built and supported solutions, this integrated solution signifies a significant step towards meeting evolving safety, productivity, and operational excellence standards in radio and video network domains. Learn more at teldio.com. 

Teldio 

Optimizing Hospitality and Retail

Edge AI drives revenues and customer experience

EDGE SIGNAL — Addressing the complexities of edge computing infrastructure • edgesignal.ai

A silent force powering Artificial Intelligence (AI) innovation, **edge AI** refers to the deployment of AI algorithms and models directly on edge devices, such as gateways, smartphones, cameras, drones, or IoT devices. This allows for faster decision-making, autonomy, reduced latency, enhanced privacy, and security since data doesn't need to leave the customer premises.

Two application areas of Edge AI that we are working on are for the retail and hospitality industries — as the below examples show — where **Edge Signal** clients deploy edge AI to optimize their operations. The results? Increased revenues, reduced costs, and improved customer experience.

Imagine a mystery shopper that provides real-time insights on whether the store's entrance is clean and well maintained, signage is clearly visible and undamaged, products displayed correctly, etc. The **Edge Signal Shop Suite application** can also provide insights into employee behavior, if upsell options are offered, transaction length, queue metrics, and more. In retail, seamless operations with always-on audits and health checks are immensely important as organizations face margin pressure and higher consumer expectations. Automated targeted digital signage advertisements based on visiting customer profiles—when repeat customers are identified or real-time insights actioned—can also be extremely valuable to enable upsell opportunities and drive revenues, not to mention increase the customer experience. Shop Suite Pro

also enables organizations to benchmark stores and understand relative performance of similar shops to further increase revenues and average service levels.

Similarly, in the hospitality industry, the deployment of edge AI enables organizations to analyze and transform guest data into actionable insights to enhance the visitor experience, optimize operations, and gain a competitive advantage. Hundreds of lenses capture service moments — valuable data points fed directly into the **Edge Signal Hospitality Suite application**. Define zones of interest, like front desk, concierge, or elevators and analyze queue metrics, measure “time to engage” with guests when they visit amenities, receive instant notifications about overcrowding during peak times, identify repeat guests/visitors to increase loyalty, and deploy staff strategically to manage increased traffic flow, ensuring guest safety and comfort. These are just some of the many examples that the Hospitality Suite app enables.

As the examples show, edge AI offers significant advantages for retail and

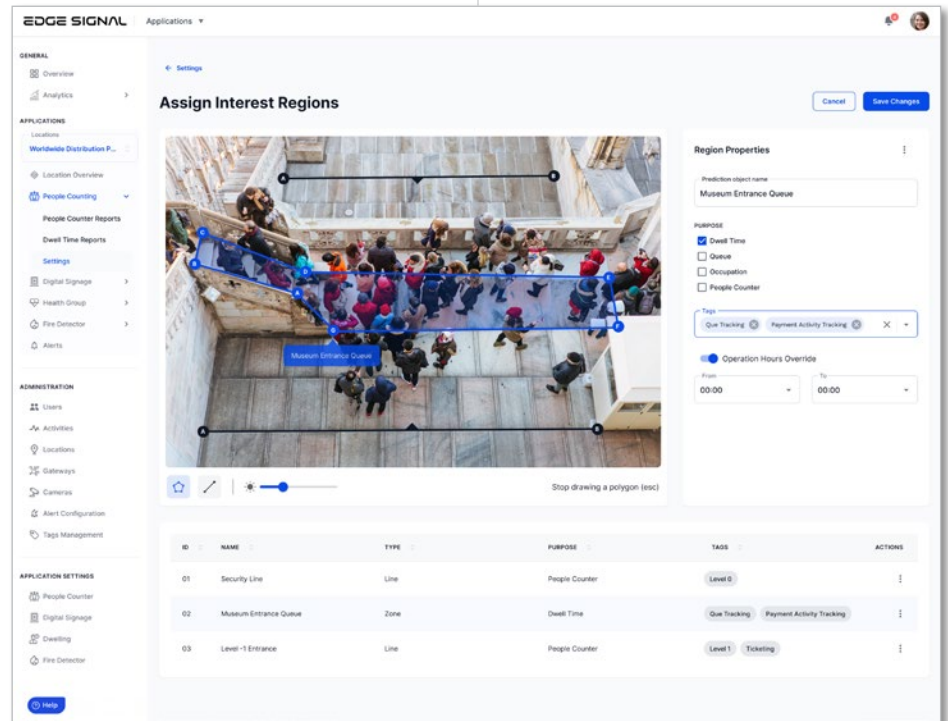
hospitality businesses as it enables them to deliver better customer experiences, improve operational efficiency, and stay competitive in today's dynamic market landscape.

Get started quickly and effortlessly with Edge Signal

Edge Signal is a full-fledged edge computing platform, which accelerates application development by providing complete edge infrastructure management and edge AI development capabilities. Edge Signal helps pinpointing anomalies, analyzing visuals, providing insights, monitoring customer behavior, driving predictive maintenance, automating local machines, and more — leaving businesses to focus on their operations instead of the intricacies of edge computing or AI.

Edge Signal is device- and hyperscaler-agnostic, with built-in security. It has a comprehensive vision AI toolset, which enables organizations to generate insights from any camera stream in real time.

To learn more, visit Edgesignal.ai. 📍



EDGE SIGNAL

Pisano Introduces an AI-Powered Assistant to Shape the Future of XM

PISANO — All-in-one experience management solutions •

pisano.com

Pisano, a leading provider of Voice of Customer (VoC) and Voice of Employee (VoE) software announced the groundbreaking launch of **Leo**, its revolutionary AI-powered XM assistant.

As the agile company continues its rapid and steady growth, the Pisano commitment to innovation is further reinforced by industry recognition, including placement in the Gartner Magic Quadrant for VoC solutions, recognition as a Customers' Choice on Gartner Peer Insights and recognition as a Leader on Quadrant Knowledge Solutions' SPARK Matrix.

This dedication to innovation drives the development of groundbreaking solutions like Leo that mark a significant leap forward in experience management (XM).

By simplifying survey management, generating actionable insights, automating tasks and facilitating real-time analysis, Leo empowers businesses to maximize the value of the feedback.

LEO — A New Era for Experience Professionals

Building on the Pisano progressive mindset, Leo transcends the limitations of conventional XM practices.

Leo serves as a consistently supportive partner, streamlining the creation of surveys, flows, and dashboards. Also facilitating real-time analysis, generating actionable insights, and automating routine tasks — freeing up valuable time for XM professionals to focus on strategic initiatives.

Key functionalities of Leo include:

- **Effortless Survey Creation:** Leo streamlines survey creation with AI-powered question generation, saving time and ensuring maximum effectiveness.



- **Dynamic Surveys that Adapt:** Leo's adaptability ensures surveys remain relevant and aligned with evolving objectives, allowing for easy integration of new questions and adjustments.
- **AI-Powered Deep Analysis:** Leo delves deep into feedback data, uncovering hidden trends, and potential areas for improvement. He generates recommendations based on these insights, empowering businesses to drive tangible improvements in products and services.
- **Personalized Responses and Automated Workflows:** Leo personalizes responses through sentiment

analysis and automates tasks to enhance the feedback experience and demonstrate to stakeholders that their feedback is valued.

- **Minimized Manual Workload:** By boosting survey completion rates and delivering clear, actionable insights, Leo frees XM professionals to focus on collaborating with customer-facing departments and product development teams for maximum impact.

Powering the Pisano Innovation Engine

Leo is more than just a product; Leo embodies the innovative spirit of Pisano. Pisano considers AI to be the future of XM and wants Leo to remain the most advanced and effective AI assistant in the XM environment.

Consequently, the Pisano team are driven by a strong ambition to consistently enhance Leo's capabilities, making him the cornerstone of every Pisano initiative.

As the Pisano Experience Management Platform functionalities expand, Leo's intelligence will seamlessly adapt, further streamlining the XM workflow. 🚀

ABOUT Pisano

Founded in 2015 with a goal to spread feedback-centric business culture around the world, Pisano has established itself as a global leader in experience management with more than 100 customers worldwide, across diverse sectors.

Pisano empowers businesses with an easy to buy, easy to integrate and easy to use experience management platform to transform feedback into actionable intelligence, fostering trust and loyalty with both customers and employees.

Pisano

Streetwave Paves the Way for Nationwide Mobile Coverage Mapping

STREETWAVE — Mobile network coverage performance maps • streetwave.co

Streetwave, a company dedicated to accurate mobile network coverage mapping, has taken a significant step towards becoming the first to offer a comprehensive, nationwide dataset for the UK.

Scaling Up Success: From Inner London to Nationwide Potential

The company recently completed a successful large-scale test, mapping a staggering 95% of roads across inner London. This accomplishment, along with mapping efforts in Cambridge and Edinburgh, serves as a critical building block for their nationwide ambition.

Learning from the Streets: Iteration and Optimization

Streetwave didn't stop there. They've analyzed the learnings from these large-scale tests and further iterated on their mapping solution. This dedication to continuous improvement has brought them to the cusp of achieving their nationwide goal.

The Final Step: Route Optimization for Efficiency

One final test remains: route optimization. This step ensures minimal data collection overlap, maximizing efficiency across the entire nation.

Unlocking New Markets:

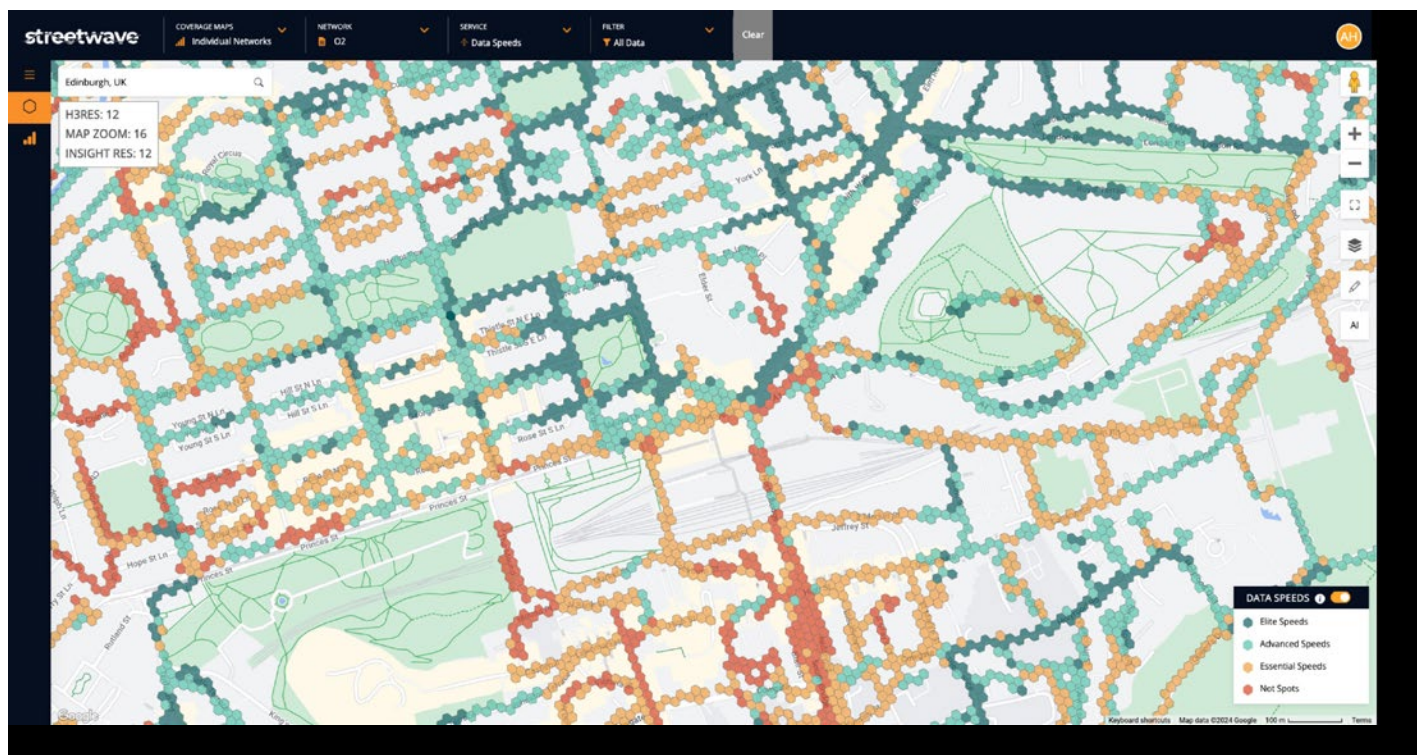
Upon completion of this final test, Streetwave will be well-positioned to secure funding for the nationwide mapping project. This ground-breaking dataset, with its unique granularity, will revolutionize several segments:

- **Mobile Network Operators (MNOs):** Strategy and networking teams can leverage this data to optimize network investment versus competitor networks. For the first time, their marketing teams will be able to create targeted local marketing campaigns based on specific mobile coverage strengths.
- **Government Policy and Investment:** Central and local governments can utilize this data to inform investments in infrastructure and shape effective policies that promote economic development.
- **Empowered Consumers:** Individuals will finally have access to a comprehensive resource to choose the best mobile network provider for their needs.

The Future of Mobile Connectivity: Informed Decisions for All

Streetwave's nationwide mobile coverage mapping is poised to be a game-changer. By providing detailed and reliable data, it empowers not just consumers, but the entire mobile ecosystem to make informed decisions. 📍

streetwave™



CELESTRA HEALTH CONTINUES TO MAKE STRIDES

CELESTRA HEALTH SYSTEMS —
Leader in AI-based monitoring of
multiple sclerosis •
celestrahealth.com

Celestra Health continued to make significant progress during the first quarter of 2024, including strong initial results from our in-progress clinical trial, our patent application filing with the US Patent and Trademark Office (USPTO) and the progression of our US medical device certification strategy.

The early results from our multi-country clinical trial (US, UK, Canada) are very promising, with high patient adherence levels and stellar patient usability scores. Adherence is measured as a percent of patients performing three Ad Hoc walking sessions per week, with an overall rate of 80% over the first six months. From a patient usability perspective, 100% of

participants indicated “Agree” or “Strongly Agree” with respect to ease-of-use of our smart phone app and their ability to incorporate our technology into their daily lives. Patient adherence/usability is one of the primary objectives of our clinical trial, as it validates our choice of wearable technology, as well as the user-friendly design of our platform.

We have recently filed a patent application with the US Patent and Trademark Office (USPTO), to protect our inventions related to the AI algorithms we have developed and trained to measure walking quality in patients with neurological diseases such as MS. This represents our second filing, building on our initial submission in March 2023. Additional patent filings are planned as we continue to innovate in several key areas related to the analysis of patient gait.

One of our key goals for 2024 is to engage with regulatory authorities in the US, the UK and Europe, in preparation for our 2025 commercial launch. To this end, we are actively engaged with the US FDA to confirm our Software as a Medical Device certification plan, further

to our Pre-Submission application filed in November 2023. We have participated in several meetings with the FDA to date and are working closely with a US-based medical device certification consultancy (Medical Device Academy) to ensure we have a clear and expeditious path to market.

And finally, In February we were invited to present at the 2024 Ontario Bioscience Innovation Organization (OBIO) Investment Summit in Toronto, Canada. Our investor presentation received highly positive feedback:

“Just watched your presentation for Celestra Health — what an awesome med-tech business you’ve built, and I see the importance for clinicians in providing early warning for disease progression.”

Attending this event significantly raised our profile within the investor community. As we prepare for our 2025 commercial launch, we will be providing an opportunity for external investors to join our team. 📍



Benbria Blooms This Spring In the Tripleseat Ecosystem

BENBRIA — Customer Experience and Engagement Solutions • benbria.com

Since 2019, **Benbria** has been a leading partner for **Tripleseat**, a software company that specializes in event management workflow and bookings. The integration allows Tripleseat customers to collect and analyze feedback at key moments of truth during the guest journey. With the ability to manage multiple brands and locations from one platform, this partnership has proven to be a mutually beneficial one. It provides Benbria a means to engage with event planners in a scalable manner and allows Tripleseat to provide innovative and integrated solutions to their customers to increase win rates and reduce churn — ultimately increasing revenues.

Benbria **Loop**



Tripleseat is a widely recognized leader in the event management space. They are the trusted event management software solution for over 16,000 venues and are responsible for booking over 10 million events, capturing over \$15B in event leads. Tripleseat aims to help their customers book, track and manage leads through their event management platform. When combined with their partner program, they offer their customers a suite of solutions to improve their event management workflow.

Historically, Benbria has helped customers exclusively collect post-event feedback. Recently, Benbria expanded the offering to include the pre-sale, post-sale and pre-event touchpoints along with granular control by event type and status. Over the past three months, Benbria has seen a 60% increase in inbound Tripleseat leads when compared to the previous quarter. This expansion of offerings allows Benbria to be at the forefront of Tripleseat's partners and remains the leading integrated solution to provide customers with the opportunity to automate event feedback.

The integration between the Loop Experience Platform and Tripleseat allows

customers to automatically collect feedback based on touchpoint, event type and/or location, ensuring they can focus on other areas of the business, while still collecting valuable insights. Customers can collect and analyze valuable feedback and make data-driven changes to their business. This includes configurable dashboards, visualizations, reporting tools, and the ability to send notifications to key stakeholders.

In May, Benbria will attend EventCamp, Tripleseat's annual conference designed to bring together end users and team members for a one-day event. Benbria is one of three key vendors who will be attending this year's event with exclusive access to over 300 attendees.

With Benbria's ongoing commitment to excellence within the Tripleseat ecosystem, there are still areas for expansion and improvement. These include two-way integration stories to automate action, data enrichment and booking support, to name a few. These upcoming improvements as well as other initiatives will continue to strengthen the relationship between Benbria and Tripleseat. ●




Ai SPARK — AI-Driven Credit Risk Analysis Solutions • ai-spark.com

In a time when everyone is talking about the virtues of artificial intelligence, **Ai SPARK** is delivering in a meaningful way. Their AI for predictive analytics transforms productivity by increasing accuracy, empowering individuals to make better decisions faster, while guiding teams on the path to build enduring workflows by leveraging the power of AI.

Expanding on their success in commercial real estate debt analytics, Ai SPARK is delivering the same transformative AI to the \$1.5 trillion corporate loan market that spans over 10,000 loans backed by corporate debt. Their Transparent Autonomous Risk Algorithm (TARA™) will deliver vital change to a global industry that crosses North America and Europe, by placing AI in the hands of those who need it most — the custodians of our financial markets.

For the corporate loan industry, TARA™ monitors the markets and economy to identify hard-to-see changes in every loan, then continually reports how those movements impact risk to the loan and predict future losses. But that's not all. With the integration of pricing data from S&P Market Intelligence and technology from Intex Solutions, TARA™ is hands down the fastest way to determine relative value within a portfolio.

Although TARA™ is ready-to-use out of the box with industry-leading data, a firm can set up a proprietary environment where the AI is trained on their data — putting their own data to work and placing them in full control of a proven AI solution.

Ai SPARK released the beta product for corporate loans in December 2023, and immediately generated a \$1M ARR pipeline that they are now ready to convert to sales. The team released the production-ready product at the Annual CLO Industry Conference in NYC, April 29-30, providing live demos and arranging trials. Please email mark.jackson@ai-spark for more information. 

Ai SPARK released the beta product for corporate loans in December 2023, and immediately generated a \$1M ARR pipeline that they are now ready to convert to sales.

Ai SPARK

Alacrity Global



ALACRITY GLOBAL — Funding and scaling technology start-ups around the world • alacrity.co

The **Alacrity Global** team is enthusiastic and confident as we pass the first quarter of 2024. We anticipate not only sustained growth but also significant enhancement across our portfolio of companies, thriving within the current business ecosystem. Our outlook for 2024 is bright, fueled by the promise of progress in our investment exits and fundraising efforts. We are poised to secure more funding and are fully committed to empowering the next wave of Alacrity Global entrepreneurs, aiding them in expanding their ventures. 📍



* Number of Active Start-ups includes companies from L-Spark Accelerators.

** All values USD\$. Alacrity Canada and Alacrity UK are registered non-profit operations. As such, those investments are not included above.

*** Estimated.

Alacrité France

The Alacrity model, replicated in several countries (Canada, United Kingdom, France, Turkey, Mexico), has given rise over the years to the successful creation of new innovative technology companies around the world. The model varies according to local characteristics, stakeholders and funders, but always with the same vision: to enable young entrepreneurs to create new businesses of global scale with the support of key players, both local and international.

Founded in 2017, **Alacrité France** is the 6th generator of startups in the international Alacrity ecosystem, supported by Wesley Clover International. Based in Lille, Alacrité defines itself as a proven place and process for creating innovative start-ups,



fueled by market needs identified by its industry partners.

Individual entrepreneurs are recruited and assembled as a team by Alacrité to work together to address those market needs. For a year or two, the teams design their solution in all its aspects (technical,

commercial, market, etc.), building towards a new innovative startup company. These team members are employed throughout the project's development within Alacrité, to allow them to concentrate 100% on their business creation.

They benefit from ongoing support, long-term financial funding, a network of experienced mentors and access to the global market via the Alacrity network. At the end of the solution design phase, the teams and their projects are examined by the Alacrité governance group which decides whether to register the startup, provide it with seed capital, and allocate a share of the capital to the team members, who become co-founders. Alacrité remains strongly involved alongside the founding team members, both at the

strategic level and in management and fundraising.

Alacrité shareholders are essential to its operation. Many are from the public sector: French government's Bpifrance via its "French Tech Accélération" fund financed by the national "Investments for the Future" Program; the regional Finovam Gestion fund and the Hauts-de-France Region, as well as the EuraTechnologies incubator, one of the largest in Europe. The other half includes private players: a

leading industrial one with expertise in the development of business telecommunications solutions — HubOne, Groupe ADP's telecoms arm, as well as Aéroports de Paris itself — and two specialized IT corporates — Baracoda, a cutting-edge innovations focused startups group and Wesley Clover International.

A proven process, there are many examples of successful Alacrité startups playing in a variety of markets with innovative technologies, products and

services, notably in the B2B CyberSecurity, RegTech, FinTech and Safety fields. The current cohort includes: CustomsBridge, Eunomart, Lota.cloud, Matami, OverSOC, PrivaMap, RFence, TRUSTeat, VizioSense and Whispeak; most of them AI-powered.

To learn more about Alacrité France, please visit alacrite.fr 



CustomsBridge Makes List of 100 Startups to Invest In


Challenges Magazine includes CustomsBridge in prestigious list

CUSTOMSBRIDGE — AI-powered platform to optimize customs clearance and compliance procedures • customsbridge.ai

Challenges is a French weekly economic magazine that covers economy, finance, business, and stock market news. Every year, the editorial team, along with a panel of professionals, identifies 100 innovative and promising startups worth investing in. This year, **CustomsBridge** has been selected to be part of this list.

At CustomsBridge, our mission is to make customs accessible, easy, and more understandable for international trade businesses. To achieve this, we have developed a SaaS solution called okiduty. Our solution aims to simplify customs challenges, revolutionizing the way customs operations are carried out. In one single tool, okiduty provides complementary features for tariff classification assistance, remote filing, auditing, and regulatory monitoring — all powered by Artificial Intelligence.

okiduty is targeted towards professionals (RDE/shippers) who aim to transform customs into a strategic asset. We currently have over 80 clients of all types, industries, and sizes such as Bugatti, Longchamp, Kingfisher, Boulanger, Adeo, Clasquin, Derudder, Cultura, Kratos, Air Cost Control, Intercargo, Idemia and many others.

Our goal is to push boundaries, break codes, and revolutionize the customs of tomorrow. Our clients appreciate our disruptive and human approach. 



Testimonials from some of our customers.

"The CustomsBridge team takes into account all the feedback from its users for continual improvement. The user feels involved and heard." — Ulix Grand Nord

"With okiduty, we are alerted about potential points of vigilance (MACF, BDU) in a more intuitive and simplified way." — Adeo

"All the information, especially the RTC function, allows us to perform more precise classification of our products." — Castorama

"The okiduty application offers 3 advantages: time savings, risk reduction, and sourcing advice." — Boulanger

"okiduty has reconciled me with customs." — Made in Links



Timing is everything. We know this all too well at Eunomart.



EUNOMART — Platform to guide art market professionals through their legal and administrative procedures
• eunomart.com

We've honed our approach to align perfectly with the evolving needs of the art market. Our journey has been one of patience, strategy, and unwavering dedication to our mission of guiding art professionals through legal complexities, especially concerning money laundering and financing of terrorism.

Anticipating the moment when our solution would be indispensable for our customers, many of whom were unaware of the need to protect themselves from customs controls and fines, we worked on a three-pronged strategy.

Firstly, we embarked on a deliberate journey to establish ourselves within the market, positioning **Eunomart** as a trusted ally and cultivating credibility by forging partnerships.

Secondly, we exercised fiscal prudence, carefully managing expenses to allow us the time before regulatory pressure increased to refine our product and fortify our position.

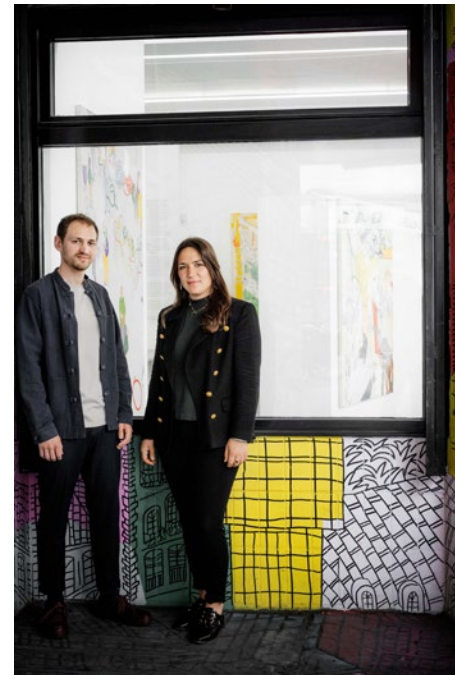
Lastly, we prioritized the development of a robust product ready for widespread adoption and easy export to other

countries taking into account different languages and laws.

In October 2023, as customs controls intensified in France and fines increased, the spotlight turned to the necessity of solutions like ours. It was a pivotal moment — a validation of our foresight and preparation. Our customers, once indifferent or unaware of the looming risks, now recognized the imperative need for our services.

Today we are happy to share with you the extremely positive trend in our sales. Our MRR curve follows the classic hockey stick chart, trending upward. Achieving positive cash flow for the first time by the end of 2023 marked a significant milestone — one that we're consistently building upon month after month. We are also aiming to rapidly achieve breakeven.

Our focus remains on solidifying our presence in the French market across various professions, including antique dealers, gallery owners, and auctioneers, with our sights set on broader horizons. In 2024, we're gearing up to secure funding to expedite our international expansion — an indication of our confidence in the efficacy and scalability of our solution. For more information, please visit eunomart.com.



Rémi Lefort, CTO and Co-Founder with Violette Taquet, CEO and Co-Founder of Eunomart.



EXCITING UPDATES FROM ALACRITY CANADA

ALACRITY CANADA — Funding and scaling technology start-ups in Canada • alacritycanada.com

Alacrity Canada has surged into 2024 with some incredible partnerships and breakthrough programs and a brand-new website.

Partnerships

Invictus Games Vancouver Whistler 2025

Alacrity Canada is proud to announce its partnership with the **Invictus Games Vancouver Whistler 2025** presented by ATCO. With strong experience helping organizations to become more sustainable, Alacrity Canada sees this collaboration as an opportunity to offer its expertise to establish an innovative sustainability plan for the prestigious sporting event.

Fulbright Canada Entrepreneurship Initiative

In February, Alacrity Canada partnered with Fulbright Canada and Startup Science to launch the **Fulbright Canada Entrepreneurial Initiative** which will enable the world's best research institutions to act on our biggest challenges. The program will unlock the potential of the Fulbright research network of 1,000+ universities to implement technological innovation. Alacrity Canada will act as an

incubator and accelerator for all accepted candidates.

We're currently seeking funding for this program, set to begin in September 2024. Please contact gfattahi@alacritycanada.com if you're interested in learning more about the initiative.

New Programs Launching

Odyssey Program

The Odyssey program supports commercially viable, technology-focused businesses scaling their revenue and impact. It is targeting early-stage companies that have a product built and some level of customer traction.

The Odyssey program focuses on Canadian-based technology companies (cleantech, industrial transformation, B2B, SaaS, e-commerce, security, AI, data, etc.) with an emphasis on supporting companies with underserved founders, and/or that have a sustainability and impact focus.

BC Plastic Actions Fund Update

The **CleanBC Plastics Action Fund** supports plastic waste reduction projects in British Columbia to promote a circular economy through recycling, remanufacturing, reuse value-add processing, and recycling processes.

One of its key sectors is dedicated to Indigenous projects, aiming to build capacity around the circular economy and plastic waste reduction initiatives which are led by Indigenous people, communities, and businesses. During Phase 2 of the Plastic Action fund, which ran from 2022-2023, the following Indigenous businesses and communities received funding:

- Vitateck *business
- Mother Earth Recycling *business
- Kanaka Bar Indian Band
- Tsleil-Waututh Nation
- Gitxaala Nation
- Gwa'sala-"Nakwaxda'xw School
- Boston Bar First Nation
- Daylu Dena Council (Kaska Nation)
- Lil'wat Retail Operations LP *business
- Saulteau First Nations
- Ulkatcho First Nation
- Seabird Island Band
- Stellat'en First Nation



Alacrity Canada is proud to be the Sustainability Partner for the Invictus Games Vancouver/Whistler 2025

L-SPARK CONTINUES TO CELEBRATE THEIR DECADE OF DISRUPTION

L-SPARK — Enterprise SaaS and Corporate Accelerator • l-spark.com

2024 marks the 10th cohort of the L-SPARK SaaS, as well as the 10-year anniversary of L-SPARK. If Q1 is any indication of what's to come, there will no doubt be continued celebrations and reminiscing as the year unfolds.

The first quarter in 2024 brought with it a few key milestone events to celebrate this 10th cohort, including **Toronto Investor Day on March 5th**, which welcomed 30 Investors, 12 companies, and 70+ guests in attendance to network and connect. The pitching companies were made up of the seven current cohort companies, as well as five alumni from previous graduating cohorts. The event is round-robin style with four different rooms of investors, meaning founders needed to keep their energy up to pitch back-to-back four times — not an easy feat but this cohort delivered! The evening followed up with networking and drinks with the Canadian tech ecosystem, which is always the cherry on top of an incredibly high-value day.

The celebration continued for the 10th cohort on April 11th, as they graduated from the program with L-SPARK's Annual SAAS Showcase. It was a night to remember, as the companies took the stage to pitch, and the team looked back on the decade that was and geared up for the decade ahead.



Congratulations to the graduating companies of L-SPARK's 10th Cohort:

- **ConstructionClock**

A hands-free time-tracking tool built for the construction industry, to save time and money so they can focus on the project at hand.

- **FLUIDEFI**

An AI digital asset management tool to make decentralized finance safer and more accessible.

- **Mutuo Health Solutions**

An AI-powered digital assistant to transcribe clinician-patient dialogues and provide medical notes automatically, to save clinicians precious time so they can focus on what matters most.

- **ServiceDeck**

A cohesive platform where AI meets property management, streamlining support, FSM, and marketplace into one platform to enhance the property management journey.

- **Soralink**

An AI-IoT solution for real-time predictive maintenance, preventing unplanned downtime and reducing maintenance costs for large manufacturing companies and small businesses alike.

- **SpatialDNA**

An integration platform that streamlines work processes by automating information flow across organizations, boosting productivity with workflows built from decades of experience.

- **Zendelity**

A platform that automates risk management using NFC and smartphones, saving time, and money, and ensuring compliance and safety. 📍

L-SPARK
ACCELERATOR



Empowering Digital Transformation through Innovative Business Solutions

WCS Global provides technology solutions and integration services that combine leading technologies and strategic third-party partnerships to accelerate digital transformation for clients. Through its global network of regional offices, WCS Global teams have been at the leading edge of networks and telecommunication, providing industry-leading practices through strategy, product implementation, service management and more.

To learn more about how WCS Global is helping clients achieve digital innovation through 5G, Customer Experience, Cybersecurity, and Security-First Cloud solutions, please visit wcs.global.

A large, stylized graphic of the letters "5G" in a light blue, semi-transparent font, overlaid on a background of a city skyline at night. The city lights are visible through the letters. A network of white lines and dots connects various points across the image, creating a global or digital network theme. The background is a deep blue with a grid of white dots and lines, suggesting a digital or network environment.

SPOTLIGHT: WCS Europe

DIGITAL INNOVATION AT THE HEART OF BUSINESS PERFORMANCE

WCS Europe facilitates digital innovation in companies. Our products and services offer innovative and complementary solutions adapted to the main challenges of digital transformation: business process optimization, mobility and teleworking, customer relationship and experience, data governance and enhancement, information system security and agility, and network and telecom infrastructures.

New applications are emerging every day, impacting consumer behavior and expectations, and businesses are faced with a constantly evolving ecosystem. In response, WCS Europe has made it their mission to offer their customers complementary cloud applications to enable them to meet these new consumer expectations. How do we achieve this? By being at the very heart of an innovative technological Wesley Clover International ecosystem, conducting our ongoing technological and marketing monitoring which allows us to constantly enrich our solutions developing our expertise in the Salesforce CRM platform.

Why did we make CRM one of our strategic development pillars? Customers are at the very center of every organization, and when their behavior evolves, companies must also evolve. However, there is no single solution on the market capable of providing a 360° view of the customer journey.

This is where the WCS Europe team provides value, having developed expertise in the integration of third-party solutions and business applications into the Salesforce CRM platform. We also develop tailor-made middleware and application modules. Our engineers hold numerous certifications, and we constantly invest in the training of our technical team to maintain and develop their know-how and expertise. All of this has enabled us to achieve numerous successes, particularly with network and telecoms operators and integrators.

To learn more, visit eu.wcs.global. 

Customer testimonials

"We now have a tool that fully participates in the development of ARA Télécom by providing us with significant productivity gains as well as better visibility of our performance indicators. Throughout this project, we particularly appreciated the availability of the WCS Europe teams and their perfect knowledge of the telecom carrier industry."

— Charles Tempé
Associate Founder, ARA Télécom

"Choose a product, but also choose an integrator to receive advice and support in implementing the solution."

— Grégory Moire
Co-founder, Syleg

"Thanks to the CounterPath solution we now have a solid platform. The power of the tools available allows WCS Europe to provide us with efficient, real-time support. We are no longer alone, and this is also felt by our customers."

— Patrick Gentemann
President, Ubefone

"Our technicians use the WCS Field Service maintenance solution to carry out their security missions. Thanks to this solution, we have performance indicators, and we provide personalized dashboards to each of our clients."

— Olivier Fortun
Leader, Bédier

Celebrating Ten Years of Ottawa Equestrian Tournaments

WESLEY CLOVER PARKS — Community hub for outdoor events and activities • wesleycloverparks.com

Magic of Lights Ottawa returned to the Wesley Clover Parks Campground for an eighth season from November 17th, 2023 through January 6th, 2024. The dazzling “drive-through” experience has established itself as a holiday tradition for residents and a popular attraction for visitors, welcoming tens of thousands of visitors to celebrate the holiday season.

Back for a second season, Magic of Lights Ottawa featured the Mark Motors Group Holiday “Pit Stop”, this time conveniently located within the Magic of Lights route. Guests were invited to park and explore this winter village complete with an illuminated walk-through forest trail, Instagram-worthy displays, professional photos with Santa, and classic Canadian treats from BeaverTails!

Magic of Lights Ottawa once again raised funds for the CHEO Foundation, a cause close to many in the National Capital Region. Since first coming to Ottawa, Magic of Lights has donated more than \$275,000 to local charities.

Despite a delay to the start of ski season, Kanata Nordic Ski Club members made the most of winter, getting out on our 18km+ trail network for classic and skate-skiing whenever they had the chance!

The Ian Millar School of Horsemanship continues to operate a full schedule of recreational horseback riding lessons year-round. The school will offer eight weeks of beginner riding camps this summer, with many of our all-star camp counsellors returning to make it a memorable summer for all. Just up the road, the



Wesley Clover Parks Campground geared up for camping season which will run until October 15, 2024.

Looking ahead to the summer months, Wesley Clover Parks is preparing to host our tenth anniversary season of the Ottawa Equestrian Tournaments. This momentous season will see the return of our established events and the addition of a second week of Gold competition in May, inviting athletes and fans to enjoy a total of six weeks of National and International show jumping competition.

The Ottawa Equestrian Tournaments have been a community mainstay over the last ten years, leaving a significant impact on Ottawa and its citizens. From humble beginnings, it has grown into a renowned calendar of events that attracts equestrian enthusiasts from around the globe. Not only do these tournaments excite our competitors, but they have also made

significant contributions to the local economy. Business activity increases in tandem with the arrival of tourists, benefiting the hotel, restaurant, and retail industries. The arrival of visitors brings vibrancy to our community and fosters a sense of pride among residents. The tournaments also provide a platform for philanthropy, with local causes and organizations benefiting from select events. The influence goes well beyond the competition rings, from supporting youth equestrian initiatives to aiding our city's top hospitals.

Reflecting on the last ten years, the Ottawa Equestrian Tournaments have transformed from a competitive event to a celebration of our city's energy and commitment. *Here's to another ten years of camaraderie, rivalry, and meaningful contributions to our community! Come on out and enjoy the competition!* 🍷

CELTIC COLLECTION TO OPEN NEW Tŷ HOTEL IN WALES

CELTIC MANOR RESORT — A 5-star luxury resort located in Newport, UK • celtic-manor.com

The Celtic Collection will expand its portfolio of hotels and resorts in Wales to nine when it opens the new Tŷ Hotel Newport this summer.

The 146-bedroom hotel close to the flagship Celtic Manor Resort will provide important additional accommodation to support the largest conferences and expos held at International Convention Centre Wales (ICC Wales), as well as offer a convenient and appealing destination for business and leisure travelers.

Tŷ Hotel Newport will open on May 31st in time to welcome delegates to the Royal College of Nursing (RCN) Congress, one of the largest events to be held at ICC Wales when more than 2,000 attendees are expected from June 2nd to 6th. The hotel will be a significant asset in attracting more of the most prestigious national and international association conventions to **ICC Wales**, the world-class events venue opened in partnership with the Welsh Government in 2019.

A £20M development, the Tŷ Hotel has been constructed to the most sustainable standards and will be Wales's largest all-electric hotel with no gas used in its energy consumption.

The new property will be the third to open under The Celtic Collection's Tŷ brand, following the acquisition to create Tŷ Hotel Magor in 2019 and the development of Tŷ Hotel Milford Waterfront in Pembrokeshire in 2022.

'Tŷ' is the Welsh word for 'House' and the hotel offers guests a warm Welsh welcome and a comfortable home away from home complete with relaxing bar and lounge areas, a gym, spacious ensuite bedrooms — including family rooms — and complimentary WiFi. The hotel's bar and restaurant, Casa, will provide an exciting Mediterranean-inspired brasserie menu for diners.

A short drive from the centre of Newport and within 25 miles of Cardiff and Bristol, Tŷ Hotel will be the ideal base for a city break with family or friends, or for golfers playing Celtic Manor's choice of three championship golf courses.

As well as welcoming in the new, The Celtic Collection will also be celebrating the past this summer when it marks the 25th anniversary of the opening of the Celtic Manor **Resort Hotel**.

Plans include a Summer Party, a season of guest offers based around the 25th year milestone, and a look back at the grand opening in 1999. A £120M expansion of the original Celtic Manor Hotel (now the Manor House), the 330-bedroom Resort Hotel complete with bars, restaurants, luxury spa and health club, and a 1,500-delegate convention center was one of the largest ever private investments in the UK hospitality industry. 📍



An artist's rendering of the new Tŷ Hotel Newport



Brookstreet Hotel



Lumière Gala Returns in September

Ottawa West's Networking Event of the year returns! The Lumière Charity Gala welcomes industry leaders, community members, and party go-ers to the extravagant event raising funds in support of the Queensway Carleton Hospital Foundation. This year's theme is ROCK and we are ready for a night of ROCK themed dining, entertainment, decoration, games, and networking. It's an event you won't want to miss! Early-bird tickets are available now at trellis.org/lumire-gala.



Thursday September 5th, 2024
IN PARTNERSHIP WITH



Queensway Carleton
Hospital Foundation



Golf and Sunday Brunch Await You at The Marshes

Ottawa's premier golf course awaits you! Next time you are in Canada's capital, make a stop at the award-winning 18-course scenic golf course, The Marshes. Make it a weekend getaway as Ironstone Grill (in the Marshes Golf Club) opened its doors for Sunday Brunch once again! ●



brookstreet
work · play · getaway

People Spotlight

Burak Cakmak CTO, Edge Signal



A seasoned technical executive with 20+ years of product development leadership and people management experience in the technology sector, Burak currently holds the position of Chief Technology Officer at **Edge Signal** where he orchestrates the development of a full-fledged edge computing platform used by organizations worldwide, including DHL, lifecell, thinkRF, Celestra Health Systems, and the Canadian Department of National Defence.

Prior to joining Wesley Clover and the team at Edge Signal, Burak held senior positions at Turkcell, Nortel Networks, and others, spearheading successful projects in architecting and designing

highly scalable and secure products that are being used by several tens of millions of people around the globe.

With a deep expertise in edge and artificial intelligence, Burak leads the Edge Signal team in developing an edge computing platform that accelerates application development by providing complete edge infrastructure management and edge AI development capabilities. Edge Signal is device- and hyperscaler-agnostic, with built-in security. It has a comprehensive low/no code development and vision AI toolset, which enables organizations to generate insights from any sensor or camera stream in real time.

When asking the team what words best describe Burak, answers included: Progressive, driven, down-to-earth, hands-on, and fun!

"It's an incredibly exciting time to be working at Edge Signal! We have a small but mighty team, pushing the envelope every single day when it comes to edge computing and edge AI. Our commitment to innovation and quality will propel us to unprecedented achievements, and I cannot wait to see what lies ahead!"

— Burak Cakmak



**We are 100% committed,
to 0% emissions.**



As a prominent name in Ottawa's commercial real estate, we believe sustainable development is a set of actions, that meet the needs of the present, without compromising the needs of our future.

- ✓ Managing energy performance
- ✓ Water conservation programs
- ✓ An easy-to-use waste diversion program
- ✓ Facilitating e-transportation development
- ✓ Green procurement and eco-friendly products
- ✓ Elimination of single-use packaging

For leasing inquiries please contact KRP Properties at leasing@krpproperties.com



Wesley Clover Ecosystem



Alacrity Global is a global start up program that brings investors, academic institutions, entrepreneurs and governments together to create technology start-up funds around the globe. alacrity.co



Brookstreet is the leading four-diamond hotel and conference destination in Ottawa. In addition to world-class accommodation, dining and meeting facilities, it features outstanding 9- and 18-hole golf at the Marshes Golf Club, where the championship course was designed by Robert Trent Jones II. brookstreethotel.com



Celtic Manor Resort is a world-class business, leisure and golf destination in Southern Wales. The 5000-delegate International Convention Centre (ICC) Wales has also been constructed at the site. Among many accolades, the Resort has won the Best UK Hotel, Top Conference Hotel, Golf Course of the Year and other similarly prestigious awards on numerous occasions. celtic-manor.com



International Convention Centre Wales is a world-class, 5000-delegate meeting, convention and event center located adjacent to the Celtic Manor Resort in Newport, Wales. The impressive facility features a 4,000-sq meter main hall, 1,500-seat auditorium, flexible meeting rooms, a 2,500-square-meter outdoor plaza and more. It is serving to elevate Wales as a destination for international business events. iccwales.com



KRP Properties is the largest technology-centric business park in Canada. 34 buildings currently offer more than 3.0 million square feet of Class A office space, housing more than 250 companies and 13,500 employees. krpproperties.com



L-SPARK Accelerator is Canada's leading technology accelerator. Since 2015, L-SPARK has accelerated over 100 companies across Canada who collectively have raised over \$115M in follow-on funding. L-SPARK has partnered with BlackBerry, Telus, Calian and others to develop corporate accelerators for Autonomous Vehicles, Cybersecurity, IoT, MedTech, other industries. l-spark.com



Through its global network of regional offices, **WCS Global** provides technology solutions and integration services that combine leading technologies and best-in-class third-party partnerships to facilitate digital transformation for clients. wcs.global



The Wesley Clover Foundation is the philanthropic arm of Wesley Clover International, operated for the benefit of the local community. Support is focused on the areas of Entrepreneurship, Healthcare, Education and the immediate Community. Inquires can be directed to info@wesleycloverfoundation.com



Wesley Clover Parks is one of the major initiatives undertaken by the Wesley Clover Foundation, and is a local, not-for-profit outdoor recreation and learning hub that promotes health and education in the immediate and extended communities. wesleycloverparks.com

Q is a quarterly publication of Wesley Clover, highlighting some of the latest accomplishments from the wide range of businesses in our portfolio. Visit wesleyclover.com for more information. © 2024. Wesley Clover International Corporation. All rights reserved.

OTTAWA IS SHOW JUMPING

© Ben Radvanyi Photography

JULY 6 & JULY 13

\$50,000 Brookstreet Grand Prix
\$50,000 Grand Prix

AUGUST 24 & 25

5* \$270,000 Team Event
5* \$225,000 RBC Grand Prix

The Ottawa Equestrian Tournaments are putting Canada's capital on the map as a world-class show jumping destination. Join us as we celebrate a decade of equestrian excellence and prepare to be captivated as top-ranking riders and their equine partners come together for an electrifying display of athleticism and precision.

Ottawa Summer Tournaments: July 4 - 7 & July 11 - 14, 2024
Major League Show Jumping Ottawa CSI5* CSI3*: August 23 - 25, 2024



Wesley Clover Parks 401 Corkstown Rd, Ottawa ON

ottawaequestriantournaments.com