



Q3 2025

WESLEY CLOVER QUARTERLY UPDATE

**Pisano is Redefining
Experience Management**

**Teldio is Powering
the Next Wave of
Connected Safety**

**Mitel/L-SPARK Unified
Communications
Accelerator is in
Full Swing**



Wesley Clover

Enabling Innovation, Technology and Growth



EDGE SIGNAL



MARTELL



VizioSense





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Message from the Chairman



As we complete the third quarter of 2025, the world feels markedly different. Companies are navigating economic headwinds, geopolitical uncertainty, and a business dynamic unlike any we’ve seen before. Yet even in these challenging times, I remain optimistic. Across the Wesley Clover ecosystem, we see opportunities for growth for our companies, resilience in our founders and the enduring strength of our partnerships.

Pisano is redefining how organizations harness customer and employee feedback. Its AI-powered assistant, *Leo*, and unified experience platform are helping enterprises move beyond reactive surveys toward predictive, feedback-driven operations.

Demonstrating continued leadership in spectrum intelligence, **thinkRF** has sharpened its commercial focus and strengthened its reputation among regulators and telecom operators worldwide.

Teldio is transforming complex safety environments into coordinated, real-time operations by integrating radio, video, and location intelligence — giving teams instant visibility, faster response times, and the confidence to keep people and operations safe.

In customer engagement, **Talkative** is leading the shift toward Voice AI, replacing outdated IVR systems with intelligent, conversational interfaces that drive efficiency, reduce costs, and create a more human experience.

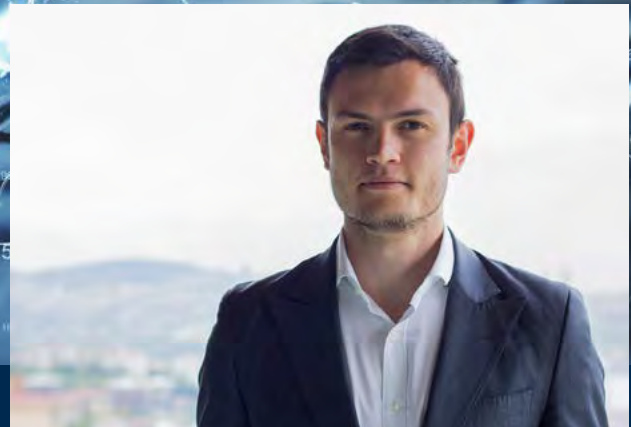
Our **Alacrity Global** programs continue to foster innovation worldwide. From Alacrity Canada’s administration of the *CleanBC Plastics Action Fund* — nominated for a BC Premier’s Award — to Alacrity UK’s healthcare AI venture, **Pontiro**, receiving an Innovate UK grant, positive momentum continues.

Through the **Mitel/L-SPARK Accelerator**, we continue to advance our strategy of pairing enterprises with startup innovation — fostering co-innovation that accelerates the commercialization of next-generation communication technologies and strengthens technology leadership.

Meanwhile, our hospitality and real estate businesses — including **Brookstreet**, **KRP Properties**, and the **Celtic Collection** — continue to deliver exceptional service and community impact. Under the leadership of **Julie Hammond** (featured in our *People Spotlight*), the Celtic Collection has earned significant recognition this year, with **Celtic Manor Resort**, **St. Brides Spa Hotel**, and the **International Conference Centre Wales** receiving multiple national awards for excellence in hospitality, service, and events. These achievements reaffirm their world-class standing and reflect the dedication of their teams in supporting regional business and tourism.

In challenging times, focus, adaptability and strong partnerships remain our greatest advantages. Thank you for your ongoing support.

—Kind Regards,
Terry Matthews
Chairman



*Insights shared by Ozkan Demir,
Co-Founder & CEO, Pisano*

Turning Feedback into a Superpower: How Pisano Is Redefining Experience Management

PISANO — Experience management platform
enabling enterprises to leverage omnichannel,
real-time feedback • pisano.com

As organizations worldwide struggle to keep pace with customer expectations, Pisano is charting a different path. CEO Ozkan Demir believes the key to lasting success lies in feedback-driven operations — supported by agility, data, and deep integration. With its AI assistant Leo and a unified experience management (XM) platform, Pisano aims to empower companies to move from reactive surveys to proactive strategy, defining the next generation of experience management.

We sat down with Ozkan, who shared insights into the company's journey, philosophy, and the future of experience management.

Ozkan, to start, please tell us about Pisano, the company's origin and your solutions.

Thank you for having me. We founded Pisano in 2015 with a clear and singular purpose: to help spread a feedback-centric business culture around the world. We believe the greatest advantage any company can have is the ability to truly listen and understand its customers and employees. This is the superpower we help them gain.

Our platform is a complete, all-in-one experience management solution. It gives companies the ability to collect, analyze, and act on feedback from every touchpoint. The goal is to equip them with data driven insights for every decision, which ultimately improves satisfaction and loyalty across their entire organization.

Why is operational excellence at the core of Pisano's approach?

Operational excellence is at the heart of how Pisano works. Our industry has been ruled by the same few vendors for more than twenty years, which led to slow innovation and disappointing customer service. Pisano was created to bring a new rhythm and fresh standards to this space.

That focus shaped the way we grow. Instead of chasing size or scale for its own sake, we learned that real efficiency comes from smaller, committed teams who know their work inside out. When people care about every detail, they move faster and deliver better results, and that consistency feeds directly into operational excellence.

This approach becomes even more important when we look at our customers. They are large enterprises where constant movement and uncertainty are part of everyday life. What we bring to that environment is a sense of balance and reliability, helping them keep their projects on track and their goals clear. Operational excellence is what allows us to do that with confidence, again and again.

How do you help companies turn feedback into action, not just data?

Experience management becomes meaningful only when insights turn into consistent action. Many firms are proficient at collecting feedback. Far fewer can embed it into their daily operations in a way that scales effectively. We saw this as the main challenge to solve. For us, operational excellence is the mechanism that transforms customer voices from data into reliable, sustained improvements. It is about creating processes so dependable that no feedback ever gets lost.

We make closing the loop a standard part of the operation. It starts with collecting omnichannel feedback by engaging customers in real time, at every step of their interaction. The platform uses advanced analytics and AI to help companies gain a true understanding of their customers while tracking key metrics like Net Promoter Score (NPS) and Customer Satisfaction Score (CSAT).

From there, our automation engine handles escalations, ensuring critical issues are prioritized and sent to managers for immediate impact. The process concludes when automated workflows trigger personalized follow up messages once a task is marked resolved. This guarantees every customer receives a timely response, confirming that their voice led to a concrete outcome.

“Our products are intentionally interconnected to form a larger framework where customer feedback is processed, assigned, analyzed, and resolved within a single, continuous flow. This is what truly sets our approach apart.”

— Ozkan Demir, Co-Founder & CEO, Pisano

How do Pisano's tools work together as one system?

Their integration is fundamental to our entire philosophy. Our products were never meant to exist in isolation. They are intentionally interconnected to form a larger framework where customer feedback is processed, assigned, analyzed, and resolved within a single, continuous flow. This is what truly sets our approach apart. Our operational philosophy is visible not just in what each product does, but in how all of them connect to one another to form a cohesive whole that prevents fragmentation.

How does Leo help XM teams work smarter and focus on strategy?

We view Leo, our AI-powered XM Assistant, as a core for operational efficiency. The idea is to clear away the repetitive, time-consuming tasks that bog down experience management teams. By accelerating analysis and suggesting next actions, Leo handles the mechanical work.

This frees up the human experts to concentrate on what they do best: interpreting complex signals and shaping business strategy.



How do you make sure Leo's insights are reliable and useful?

Reliability comes from specificity. We train our different models for different needs, using our industry expertise, high quality data, and advanced prompt engineering methodologies. This allows Leo to adapt itself according to the industry, the business model, the audience, and many other details. The result is that Leo generates pinpoint outputs that are directly relevant to the user's context, instead of the generic responses you might see elsewhere.

Why is now the right time for Pisano's approach to stand out globally?

For years, the challenge was collecting feedback. Now, it's about acting on it at scale, and global organizations are finding that legacy platforms are holding them back. Many are trapped by restrictive models that charge per user or per survey, forcing them to ration who can listen and act. This is a major barrier to creating a truly customer-centric culture.

Our approach is built for this new era. We offer a holistic platform without those artificial limits. Beyond that, our implementation is significantly faster than the industry standard, our rapid innovation cycle ensures the platform stays current, and our dedicated support guarantees clients get answers when they need them.

In short, the world now demands a level of agility and scalability that older models simply cannot provide. Our platform was built on these very principles, and that is why our time is now.

Why should organizations choose Pisano's all-in-one model over point solutions?

Point solutions, by their nature, create fragmentation. Information gets trapped in different systems, which is precisely how customer feedback gets overlooked. An all-in-one model prevents this. It provides a single,

cohesive environment where information flows freely from one stage to the next. This creates an operational rhythm that ensures consistency and follow through, which is the foundation of excellent experience management.

Where do you see Pisano and XM heading in the next few years?

The era of reactive XM, analyzing what went wrong yesterday, is ending. The future of this field, and the one Pisano is actively building, is predictive and deeply operational.

First, the shift from reactive to predictive will become the standard. Instead of just collecting feedback on past events, the goal will be to use a variety of data signals to anticipate customer needs and prevent problems before they happen. This means moving beyond simple surveys to a more sophisticated analysis of behavior and operational data.

XM will cease to be a reporting function and will become a core operational engine. We see a future where embedded intelligence, like our AI assistant Leo, doesn't just provide a dashboard but actively participates in the workflow. Feedback will become a direct input for day-to-day business decisions, not just a dataset for quarterly reviews. Pisano is architected to be the platform that facilitates this transition from insight to immediate action.

What's next for Pisano that excites you most?

The deeper integration of Leo into the very fabric of our platform. We did not create Leo to follow a trend; it was built with a much more foundational mindset. My excitement comes from our vision for Leo to infuse itself into the veins of our platform, to fuel every component and make the entire process of managing experiences simpler and more effective. Our vision is for Pisano, powered by Leo, to become the definitive, essential tool for every XM professional.

Thank you, Ozkan. Do you have anything else to add before we wrap up?

As I look ahead, I feel immense satisfaction for what we have accomplished, but that feeling is quickly followed by a strong desire to push even further. We are obsessed with raising the bar for our entire industry. My deepest gratitude goes to our customers and partners; your trust fuels our innovation. Let's continue to grow and create experiences that leave a lasting mark together.

To learn more about Pisano, visit pisano.com. 



Martello Drives Digital Performance in the Age of Return to Office



MARTELLO — Digital experience and performance management for Microsoft, Mitel and Zoom • martellotech.com

As organizations around the world adapt to hybrid work and a growing return-to-office (RTO) trend, one constant remains: Microsoft Teams is mission-critical. From meetings to phone calls to collaboration, Teams is now the backbone of digital productivity for more than 320 million people worldwide. Yet, ensuring flawless Teams performance continues to challenge IT departments and service providers alike. That's where **Martello** is making its mark.

Over the past year, Martello has sharpened its focus on delivering measurable business value through proactive monitoring and diagnostics. In partnership with UC industry thought leader Kevin Kieller of EnableUC, Martello recently sponsored new research quantifying the **real cost savings and operational benefits** for managed service providers (MSPs) that embed proactive Teams monitoring into their services. The findings, now published in an **in-depth report**, provide a clear framework for MSPs to improve margins,

cut support costs, and deliver a superior user experience.

Our thought leadership is resonating with the market. In a recent **webinar** with TMC, Martello's Richard Ashbee and Derek Burke compared Microsoft's native tools with Martello's Vantage DX in real-world scenarios. The session, led by TMC Editor Erik Linask, reinforced why proactive visibility is critical—and was followed by an **in-depth feature article** highlighting Martello's unique role in helping organizations "see and fix what users feel."

These partnerships demonstrate not only the market demand for advanced monitoring, but also Martello's ability to scale through collaboration.

Just as important are the stories of our partners and customers. LDI Connect, for example, recently **expanded its managed services portfolio** with Martello's Vantage

DX, improving service quality and building deeper trust with clients. Similarly, Forerunner has joined our growing partner ecosystem, recognizing the value of bringing proactive Teams monitoring to its customers. These partnerships demonstrate not only the market demand for advanced monitoring, but also Martello's ability to scale through collaboration.

Behind these wins is a talented, driven team. From product innovation to customer success, Martello continues to evolve to meet the demands of a world where digital collaboration is not optional—it's business critical.

As enterprises navigate the complexity of RTO and hybrid work, Martello is proud to help IT teams and MSPs stay one step ahead. With proactive monitoring, advanced analytics, and a growing ecosystem of partners, Martello is shaping the future of Microsoft Teams performance management.

To learn more, visit martellotech.com.

MARTELLO

SOLACE EARNS INDUSTRY ACCOLADES AND STRENGTHENS GLOBAL PRESENCE

SOLACE — Leading enabler of event-driven architecture for real-time enterprises • solace.com

Solace continued to accelerate its global momentum in Q3 of calendar year 2025, delivering transformative value across industries through its real-time, event-driven integration platform:

Strategic Customer Wins

- **HORNBACH**, one of Europe's largest DIY retailers, deployed Solace's event mesh across 170+ stores and cloud environments to unify systems and enable real-time retail experiences. The Solace platform ensures critical data events like price updates, product information, and sales data are instantly shared where and when needed, powering smarter and faster in-store and customer experiences such as the HORNBACH omnichannel offering and the customer app.
- **Indiana Farm Bureau Insurance**, Indiana's largest farm insurer, adopted Solace Platform to better streamline operations and improve customer service. Today, the event-driven platform enables real-time data flow across underwriting, claims, and policy systems, supporting advanced risk modeling and digital transformation.

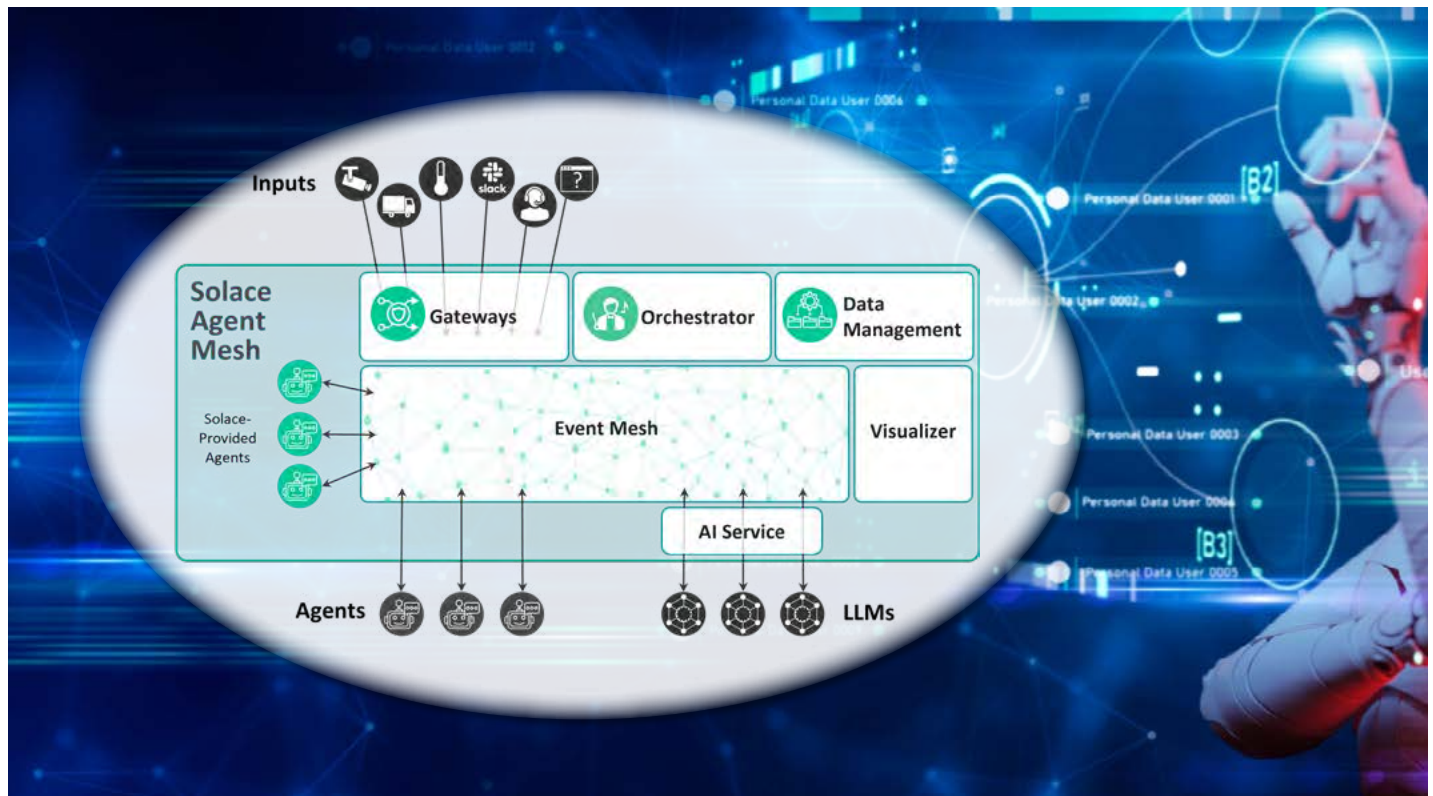
Industry Recognition

- Solace was named to **The Globe and Mail's 2025 list of Canada's Top Growing Companies**, achieving 63% revenue growth over the last three years. This recognition underlines Solace's ongoing commitment to innovation and service excellence across all industries.
- Solace was also named an "Exemplary Provider" in **ISG Software Research's 2025 Messaging and Event Processing Buyers Guide**, joining other industry heavyweights such as AWS, IBM, Microsoft and Google Cloud. An "Exemplary" rating is the highest classification given to those vendors who performed beyond the median in overall product and customer experience scoring.

Partner Momentum

- Solace Agent Mesh was among the pioneering solutions featured in the **new AI Agents and Tools category in AWS Marketplace**, which launched in mid-July. Customers can now use AWS Marketplace to easily discover, buy, and deploy Solace's event-driven agentic AI framework using their AWS accounts, accelerating AI agent and agentic workflow development. 🟡

solace.





Cliniconex: Strengthening Partnerships to Build a Bright Future

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

In Q3, **Cliniconex**, focused on strengthening the partnerships that form the foundation of its growth strategy. As the company continues to expand its product offerings, cultivating strategic relationships remains central to ensuring its solutions reach and serve the healthcare communities that need them most.

A key highlight of the quarter was an on-site meeting with long-standing partner QHR in Kamloops, British Columbia, Canada. The session brought both teams together to explore new avenues of collaboration and to identify opportunities to deliver greater value to shared customers. While in Western Canada, Cliniconex also held strategic customer meetings, reinforcing its commitment to building trusted relationships across the healthcare ecosystem.

Beyond QHR, Cliniconex continued to strengthen its presence in key marketplaces through collaborations with major industry players, including WELLHealth, PointClickCare, and TELUSHealth. These partnerships expand the company's reach while ensuring its solutions remain seamlessly integrated into the tools providers rely on daily, driving efficiencies and enhancing patient and family engagement at scale.

As the market and broader economy enter a period of uncertainty, Cliniconex remains confident in its long-term trajectory. The strength and stability of its partnerships provide both resilience and growth potential, positioning the company well to navigate evolving conditions while continuing to innovate for healthcare providers and their communities.

September also marked a milestone as **Cliniconex celebrated its 16th birthday**. The occasion provided an opportunity for the team to reflect on the company's evolution — from its early days as a healthcare startup to becoming a trusted provider of patient engagement and communication solutions across North America and beyond. It was both a celebration of achievements to date and a reaffirmation of the company's vision for the future.

Looking ahead, Cliniconex will continue to build on this strong foundation, deepening its partner ecosystem, expanding its product portfolio, and delivering lasting value to healthcare providers, patients, and families. With these priorities in place, the company's future remains bright. ●



From Chaos to Coordination: How Teldio Is Powering the Next Wave of Connected Safety

TELUDIO — Integrated two-way radio and video solutions for security, safety and efficiency • teldio.com

Teldio is accelerating its mission to protect people and optimize operations through the intelligent integration of systems. In this report, we're proud to highlight two powerful deployments that show how the Teldio solutions are transforming complex safety challenges into coordinated responses in real-time.

Transforming Youth Facility Safety with Integrated Video Surveillance

At a youth rehabilitation facility, safety depends on awareness and rapid response. Staff needed to focus on their mission of supporting young people while maintaining a secure environment.

The challenge was clear: monitor facilities effectively, maintain real-time awareness of staff locations, and enable instant emergency response.

The Teldio integrated solution now provides instant visibility across the facility. With Teldio TruFleet and Sprite firmware powering indoor, outdoor, and vehicle tracking, staff locations are always known. When an emergency button is pressed, Teldio Edge Gateway activates the nearest camera automatically, giving security teams eyes on the scene in seconds.

The results are transformative: Staff respond to emergencies more quickly and effectively and can identify escalating situations before they become crises. Security teams save valuable time with **TruFleet** alerts, which instantly provide incident location information. The **Teldio Edge Gateway — Avigilon Unity** integration offers immediate visibility within TruFleet when issues arise. Post-incident reviews, combining synchronized video footage and radio logs, further assist management in assessing responses and refining procedures for continuous improvement.

The net effect is faster response times, fewer escalations, and a more confident and coordinated staff. By linking radio alerts, location data, and live video into a single view, Teldio has helped the agency create a safer and more supportive environment for both staff and youth.

Mining Company Expands Partnership After Seamless Transition

When a leading international mining company needed to replace a discontinued tracking solution urgently, they turned to Teldio. Their top priority was a seamless transition that wouldn't disrupt operations or compromise worker safety.

Within days, Teldio implemented TruFleet tracking, enabling the company to transition seamlessly from its legacy system without interruption. The team immediately resumed monitoring personnel and activity across their expansive site, preserving the operational continuity essential for safety and efficiency.



The success was immediate. Operations continued without interruption, and worker safety remained uncompromised. Impressed by the results, the company has since expanded its partnership with Teldio.

For the mining industry, where safety and uptime are non-negotiable, Teldio's reliability and integration expertise are proving invaluable.

They have now standardized TruFleet across multiple sites worldwide, enabling consistent safety practices and enhancing visibility across their entire operation.

The mining industry's unique challenges — vast geographic areas, hazardous environments, and stringent safety regulations — create compelling demand

for integrated tracking and communication solutions. As mining operations increasingly prioritize worker safety and operational efficiency, Teldio's proven capabilities in personnel tracking and

emergency response position us well to expand our footprint in this sector. The successful transition demonstrates our ability to deliver mission-critical solutions that mining operations can depend on.

For the mining industry, where safety and uptime are non-negotiable, Teldio's reliability and integration expertise are

proving invaluable. Our growing footprint in this sector reflects a simple truth: when safety and coordination matter most, organizations trust Teldio.

Looking Ahead

These stories highlight more than just successful deployments; they exemplify how Teldio's technology is redefining safety and coordination across industries. As we continue to connect the world's most critical operations, from healthcare and education to manufacturing, mining and beyond, we remain focused on one goal: helping customers turn chaos into coordination.

Learn more at teldio.com.



Voice AI is Here, and It's Time to Say Goodbye to IVR

TALKATIVE — AI-powered voice, video and messaging for contact centers • gettalkative.com

For decades, Interactive Voice Response (IVR) systems have dominated contact centers. They were designed to reduce pressure on agents and route calls quickly. Instead, they've become a universal frustration: 55% of customers say IVRs make them "jump through hoops," while 51% abandon businesses entirely to avoid them.

Static menus, rigid flows, and impersonal scripts have turned IVRs into barriers rather than gateways.

They don't understand nuance or natural conversation, they're hard to maintain, and they give businesses little insight into why customers are calling.

In short: IVR isn't just outdated — it's bad for business.

That's why **Talkative** has launched Voice AI: the next generation of phone support designed to replace IVR for good.

Why Voice AI changes everything

Unlike legacy IVRs, Talkative Voice AI listens, understands, and responds in real time — just like a human agent would.

This means callers can speak naturally, get answers instantly, and enjoy a more human experience without queues or dead-end menus.

The benefits extend beyond customers:

- **Better language understanding:** Handles pauses, stutters, and interruptions while answering queries in a natural, conversational way.
- **Higher containment rates:** Resolves more calls without escalation, reducing costs and improving efficiency.
- **Smarter routing:** When needed, queries pass seamlessly to the right agent with full context and transcripts.
- **Advanced self-service:** Integrates with CRMs, knowledge bases, and other backend systems to automate bookings, order updates, and more.
- **Multilingual capabilities:** Serves diverse customer bases with ease.
- **Deeper insights:** AI-powered reporting reveals what customers are asking and how to improve.

Easy to deploy, built to empower

Replacing an IVR doesn't mean starting from scratch.

Talkative Voice AI integrates seamlessly with leading CCaaS platforms, offering easy deployment and low operational overhead.

And importantly, it doesn't replace agents — it empowers them.

By handing off complex queries with full conversation histories, agents resolve issues faster without forcing customers to repeat themselves.

The future of phone support is here

Customers still want to pick up the phone. What they don't want is another labyrinth of menu options.

With Talkative Voice AI, contact centers can deliver seamless, intelligent, and customer-first phone support — at scale.

The message is clear: IVR is finished. Voice AI is the future. And Talkative is leading the way.



RIISING STRONGER: THINKRF ACHIEVES RECORD Q3 MOMENTUM

thinkRF — All-in-one spectrum intelligence and network analytics • [thinkRF.com](https://thinkrf.com)

Q3'2025 was a pivotal quarter for thinkRF — one that combined commercial strength, product innovation, and expanded our global visibility. We achieved our seventh consecutive quarter of revenue growth, reached 100% of the Q3 sales target, and further reinforced SXM's reputation as the trusted spectrum intelligence platform for telecom regulators, operators, and security organizations worldwide. More importantly, it set the stage for a truly defining Q4 — projected to be the largest and most ambitious revenue quarter in thinkRF's history.

Commercial Strength and Global Pipeline Expansion

Sales performance this quarter was exceptional — revenue targets were achieved, and we enter Q4 with strong momentum, having already booked or shipped over 80% of next quarter's orders.

Key highlights:

- **Nationwide Deployment in the Middle East:** Completed all system shipments and on-site acceptance testing for a national regulatory authority — a landmark project that solidifies SXM's position as a benchmark for modern spectrum management.

- **Eastern Europe Expansion:** Secured a significant follow-on order for spectrum analysis platforms with a long-standing government customer, extending our footprint in security applications.
- **GCC Market Entry:** Closed the first SXM rental-model contract to address cross-border interference detection — validating the flexibility of our new commercial model and its appeal in dynamic regional markets.
- **European Pipeline Growth:** Expanded engagement across several European regulators with ongoing trials, pilots, and quotations — demonstrating the region's strong appetite for automation and intelligence in spectrum oversight.
- **Emerging Applications:** Delivered the first R6000 system for an aerial platform integration, showcasing SXM's adaptability to new domains such as drone-based monitoring.

Product Innovation: Delivering What the Market Demands

Q3 marked an intense period of innovation, with multiple SXM releases advancing automation, analytics, and performance — all guided by a deep commitment to user centricity and real customer feedback. Our teams made SXM smarter, faster, and more intuitive while extending its analytical reach across new technologies and use cases. In parallel, we launched two forward-looking initiatives — SXM Go, a portable version, and EMF Exposure Analytics — both designed to expand our market reach and deliver greater user value in 2026 and beyond.

Together, these advances reflect our sustained investment in innovation and our ability to deliver — turning user feedback into competitive differentiation.

Marketing, Awareness and Global Presence

Q3 delivered record visibility and engagement worldwide. Lead generation doubled over Q2, driven by sharper messaging and targeted campaigns. Participation in major spectrum management conferences across Africa and the Middle East deepened relationships with regulators and created new partnership opportunities. Our thought-leadership efforts — including a white paper on *Detecting Rogue Femtocells* amid rising global incidents, and a co-authored study with a national regulator — continued to build recognition for thinkRF as an emerging innovator in spectrum intelligence and expanded awareness of SXM's growing relevance in the market.

Looking Ahead: From Momentum to Breakthrough

With Q4 underway, we're entering a defining phase for thinkRF — one of scale, delivery, and impact — and we do so with confidence and conviction. Q3 proved that thinkRF can deliver consistency, innovation, and credibility. Q4 will prove that thinkRF can do it at scale. The journey is far from easy, but the performance proved that our team's grit, agility, and shared belief in what we're building continue to turn ambition into achievement. 🍷



thinkRF and TRC teams during the installation of one of the SXM sites in Jordan — part of the nationwide spectrum intelligence deployment.

ABOUT thinkRF

thinkRF is the leader in spectrum intelligence and network analytics, empowering regulators, telecom operators, and security agencies with real-time insights into wireless environments. thinkRF's software-defined platforms combine scalable sensing, AI-driven analytics, and cloud-native deployment to redefine what's possible in spectrum monitoring. For more information, visit thinkrf.com

Real-World AI Agents Driving Operational Impact

EDGE SIGNAL — Actionable business insights with on-prem AI platform • edgesignal.ai

At **Edge Signal**, we see the biggest opportunity for AI not in replacing humans, but in augmenting the way organizations operate day to day. Our platform enables companies to deploy AI agents that work across existing cameras, sensors, and devices turning underutilized infrastructure into intelligent systems that improve safety, efficiency, and customer experience.

From Monitoring to Action

Many organizations today still rely on passive dashboards or after-the-fact video reviews. With Edge Signal, these workflows are transformed by AI agents that proactively surface insights and recommend actions. Examples include:

- **Queue Management Agents** that track real-time wait times and notify staff before lines become bottlenecks.
- **Safety Compliance Agents** that identify when protective equipment isn't being used or unsafe behavior occurs, alerting supervisors instantly.
- **Service Experience Agents** that measure dwell time at service counters and detect signs of customer frustration, helping staff intervene before issues escalate.

Each of these use cases leverages the same underlying platform, customized with modular agents tailored to specific business functions.

Fast Deployment, Real ROI

One of the most powerful aspects of Edge Signal is the ability to layer intelligence on top of existing infrastructure. Customers don't need to rip and replace hardware; agents can be deployed on lightweight edge devices that integrate



seamlessly with current systems. This makes projects faster to roll out and dramatically lowers total cost of ownership.

The impact is immediate: shorter wait times for customers, safer workplaces for employees, and optimized resource allocation for managers. What previously required large analyst teams and manual oversight can now be automated through real-time, role-based insights.

Scaling Across the Organization

Customers are beginning to see how AI agents compound in value as they scale. A deployment that starts with one function can easily expand into others like operations or customer engagement. Edge Signal acts as a unifying layer across departments, eliminating silos and creating a single platform for continuous improvement.

By making AI agents practical, scalable, and accessible across industries, Edge Signal is helping organizations move from reactive monitoring to proactive operations. The result: a smarter, safer, and more efficient way to run the real-world environments that power our economy. 

One of the most powerful aspects of Edge Signal is the ability to layer intelligence on top of existing infrastructure. Customers don't need to rip and replace hardware; agents can be deployed on lightweight edge devices that integrate seamlessly with current systems.

To learn more about what Edge Signal is doing, visit edgesignal.ai.

EDGE SIGNAL

What's New in Loop Experience Platform

BENBRIA — Real-Time experience management for digital, traditional, social and physical touchpoints • benbria.com

At **Benbria**, we're always looking for ways to help our customers capture feedback faster, gain smarter insights, and take action with confidence. Our latest platform updates - Loop Experience Platform Releases 4.44 and 4.46 - bring a host of new features designed to do just that. Here's a closer look at what's new.

Smarter Analytics and Topic Insights

Release 4.44 introduced enhancements to **Topic Analysis (BETA)**, making it easier than ever to understand the story behind your data. With the addition of a **Sentiment Score** for each topic, you can now see at a glance whether feedback trends positive, neutral, or negative. This numerical approach makes prioritization simple, letting your team focus on areas that matter most.

Additionally, the **Drilldown Panel** provides access to individual comments that form each topic. Each comment is accompanied by sentiment and relevance scores, giving you a clear picture of both the context and intensity of your feedback. These tools help your team quickly turn data into actionable insights.

Cleaner Interfaces and Invitation Insights

Release 4.46 focused on making the platform easier to use and giving you more visibility into survey invitations. The **Project Management Layout** has been refreshed, offering a more compact and intuitive interface, especially helpful when managing multiple projects.

For survey invitations, new **high-level metrics** show sends, opens, and completions right in the table, so you can quickly measure the effectiveness of your communications.

A **Date Filter** has also been added, allowing you to explore performance trends over specific periods. These updates make monitoring and optimizing your feedback campaigns faster and simpler.

Why These Updates Matter

Combined, these updates give you:

- Faster, more actionable insights through sentiment scoring and drilldowns
- Clearer understanding of survey performance with improved metrics
- A more intuitive, streamlined interface to reduce clutter and boost efficiency

We're excited for you to experience these enhancements firsthand. As always, your feedback helps shape the future of Loop — so keep it coming! 📌



Topic Analysis

Topic	Count	Sentiment	Sentiment Score	Very Positive	Positive	Neutral	Mixed	Negative	Very Negative
Food & Beverage	7		71	2	4	0	0	0	1
Food & Beverage And Availability of Options	7		82	2	5	0	0	0	0
Food & Beverage And Friendliness of Staff	6		79	1	5	0	0	0	0
Room And Level of Comfort	1		75	0	1	0	0	0	0
Room And Quality of Ambiance	2		88	1	1	0	0	0	0

■ Very Positive
 ■ Positive
 ■ Neutral
 ■ Mixed
 ■ Negative
 ■ Very Negative

Greenbay Post-Event Survey

Summary Design **Invitations** Results Insights Responses

Email Invitations

Automatic Email Invitations
Automatically send invitations via integrations

Invited: 1 Sent: 9 Delivered: 10 Failed: 0

Cancelled: 0 Opened: 24 Clicked: 2 Completed: 6

Filter by Date: All

Recipient Name	Recipient Email	Target	Status	Created	Updated	Scheduled
Example User	example@benbria.com	California	Invited	8/4/25, 2:20 PM	8/4/25, 2:46 PM	8/4/25, 2:42 PM
Example User	example@benbria.com	California	Completed	8/4/25, 1:42 PM	8/4/25, 1:58 PM	8/4/25, 1:50 PM
Example User	example@benbria.com	California	Completed	8/4/25, 11:27 AM	8/4/25, 3:00 PM	8/4/25, 3:00 PM
Example User	example@benbria.com	California	Completed	8/4/25, 11:32 AM	8/4/25, 1:30 PM	8/4/25, 1:30 PM
Example User	example@benbria.com	California	Completed	8/26/25, 2:48 PM	8/26/25, 2:55 PM	8/26/25, 2:51 PM
Example User	example@benbria.com	California	Completed	8/22/25, 10:27 AM	8/22/25, 10:43 AM	8/22/25, 10:46 AM
Example User	example@benbria.com	California	Completed	8/22/25, 10:15 AM	8/22/25, 10:48 AM	8/22/25, 10:30 AM

benbria
Engage Everywhere

Celestra Health Accelerates Clinical Trials and Expands Global Footprint

CELESTRA HEALTH SYSTEMS —
AI-powered gait analysis software platform for monitoring and managing neurological diseases • celestrahealth.com

Celestra Health Systems continues to advance its mission of redefining how neurological diseases are monitored and managed. The third quarter of 2025 marked major progress across our clinical programs, partnerships, and research collaborations — solidifying our position as a leader in digital biomarker innovation.

In the US, based on our \$500K contract with a global pharmaceutical firm, our Chronic Inflammatory Demyelinating Polyneuropathy (CIDP) clinical trial is now fully underway, with stellar results to date. Throughout the trial, we have maintained an exceptionally high adherence rate of 70% and have demonstrated the sensitivity of our platform in detecting subtle changes in disease condition. The pace of participant recruitment has been faster than forecast; patient feedback from the CIDP Foundation International Symposium 2025 held in Denver, Colorado was highly positive.

In Canada, our first longitudinal Parkinson's disease clinical trial is also fully underway at The Ottawa Hospital, to measure changes in patient condition in response to a novel drug therapy over a 12-month period. To date, we have achieved a "perfect" 100% patient adherence rate.

In Germany, we have now completed the data collection and algorithm development phases of our MS collaboration with the Technical University of Dresden



CEO, Bruce Ford (right) and Sales Director, Austin Green (left) in the Celestra Health booth at ECTRIMS 2025 in Barcelona, Spain.

(TUD). By the end of 2025, the validation of our suite of In-Clinic gait assessment tests will be completed, to complement our At-Home patient monitoring capabilities.

On the global stage, the Celestra team participated in ECTRIMS 2025, the world's largest MS neurology conference, held in Barcelona. We held executive-level meetings with several global pharmaceutical firms and generated over 50 leads spanning 17 countries; in addition, members of our human kinetics PhD team published our research results.

Throughout the quarter, we continued to invest heavily in our Research & Development activities, as we enhanced our algorithms for extracting insights from walking, turning, jumping and stair ascending / descending. We also demonstrated our ability to measure spasticity in MS patients under free living conditions; we believe we are the only company in

the world to successfully implement this capability.

Looking ahead, we continue to ramp up our business development activities in the US and Europe, as we capitalize on strong levels of interest from pharmaceutical firms, research institutes and neurology clinics to build our sales pipeline and translate leads to paying customers. Further to our FDA Software as a Medical Device (SaMD) Class II designation, we are preparing our submission to achieve European regulatory compliance. Preparations are also underway for a seed investment round by early 2026 to fuel our global sales expansion.

To learn more, visit celestrahealth.com





STREETWAVE PARTNERS WITH NETWORK RAIL TO TACKLE MOBILE “NOT-SPOTS” ON UK RAILWAYS

STREETWAVE — Independent mobile network performance analytics for enhancing connectivity and infrastructure planning • streetwave.co

Streetwave, is excited to report that we have started working with Network Rail as part of Project Reach, a national initiative aimed at eliminating mobile “not-spots” along the UK’s railway network. The Midlands Mainline (Sheffield to London) was selected as a key test route, and Streetwave was commissioned to provide an independent survey of mobile coverage performance (customer experience).

Connectivity gaps on the UK rail network are not just a passenger inconvenience, they represent a significant drag on productivity and growth. Research suggests that better mobile coverage could unlock up to **£230 billion in economic benefits by 2035**. For investors, this positions Streetwave at the centre of a structural growth opportunity: quantifying, validating, and ultimately driving the solutions to close these connectivity gaps.

The survey measured “Essential Coverage” (dependable internet access) across the 2 hour, 23 minute journey. Results across the four UK mobile operators were as follows:

- **Vodafone** – 29% coverage (1h 42m without connectivity)
- **EE** – 26% coverage (1h 46m without connectivity)
- **Three** – 19% coverage (1h 56m without connectivity)
- **O2** – 17% coverage (1h 59m without connectivity)

These figures underline a pressing reality: even the best operator provided reliable service for less than one-third of the journey.

This project demonstrates three key points of value:

1. **Market Validation** – Network Rail’s selection of Streetwave underlines our credibility as the trusted partner for independent, high-impact coverage intelligence.
2. **Scalable Opportunity** – With over 20,000 miles of railway in the UK and international rail operators facing the same challenges, the addressable market is substantial.
3. **Strategic Alignment** – By aligning with government-backed infrastructure programmes, Streetwave is positioned at the heart of long-term national connectivity investment.

This collaboration is a strong endorsement of Streetwave’s methodology and market relevance. Looking ahead, we expect our insights to guide future infrastructure deployment, creating both social impact and investor value. 📍

streetwave™

BOOKASSIST PARTNERSHIP HEADLINES ENJOVIA'S EXPANSION WITH OPEN API AND NEW INTEGRATIONS

ENJOVIA — Platform for online gift voucher management in the hotel and leisure industries • enjoya.com

Enjoya, the hospitality industry's leading gift voucher and experience management platform, has announced a landmark partnership with Bookassist, the award-winning hotel booking technology provider. This partnership sees Bookassist integrate the Enjoya white-label technology stack into its product suite, enabling hotels to sell and manage fully branded gift vouchers under the trusted Bookassist name.

With gift vouchers playing an increasingly important role in hotel profitability, the partnership ensures hotels can seamlessly incorporate voucher sales into their

Partnering with Bookassist is a defining moment for Enjoya. Their global reputation in hotel technology makes them the perfect partner to showcase the power of our voucher system.

core booking journey, boosting ancillary revenue while delivering a frictionless guest experience.

Partnering with Bookassist is a defining moment for Enjoya. Their global reputation in hotel technology makes them the perfect partner to showcase the power of our voucher system. Together, we're equipping hotels with the tools to unlock new revenue streams and strengthen brand loyalty.

As part of its ongoing expansion, Enjoya has also launched a **fully open API**, now documented in detail at docs.enjoya.com

The API allows hotels and technology partners to connect Enjoya with any system, including booking engines, PMS, CRM platforms, and marketing tools. This open approach gives operators full flexibility to integrate voucher management seamlessly across their digital ecosystem.

In addition to the Bookassist partnership, Enjoya is actively developing **new integrations** with leading platforms

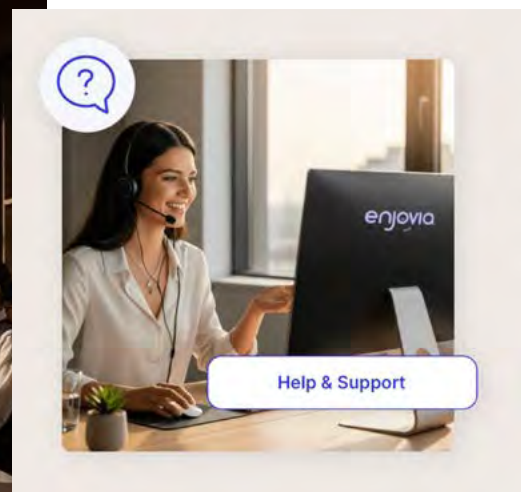
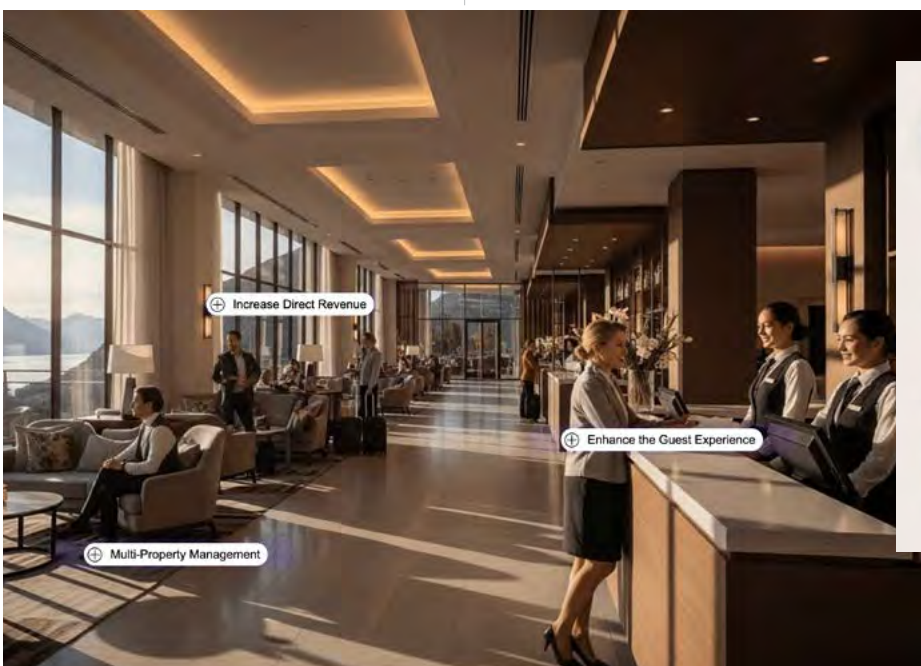
including Phorest and Opera. These integrations will extend Enjoya's reach across hotels, spas, salons and hospitality providers, giving operators even more opportunities to streamline operations and grow revenue.

To keep clients and partners updated, Enjoya has introduced a dedicated product updates hub at enjoya.releasesapp.io where the latest features, improvements, and announcements are published in real time.

These developments are featured on the newly redesigned Enjoya website, which showcases in-depth case studies and places customer success and social proof at the heart of the story for hospitality businesses worldwide.

The Enjoya focus on **partnerships, innovation, and client success** reinforces its position as the next-generation voucher technology platform for the hospitality industry.

For more information, visit enjoya.com



enjoya

VIZIOSENSE ACCELERATES GROWTH WITH NEW FUNDING AND BREAKTHROUGH DEPLOYMENTS

VizioSense — Revolutionizing the logistics sector • viziosense.com

VizioSense is entering a new phase of growth, driven by fresh funding and a series of impactful projects across Europe. The company recently raised €2.7 million (US\$3.16M) to accelerate the development of its privacy-by-design edge-AI powered analytics technology and support its expansion into new geographies and industries. This investment marks a major milestone, reinforcing the VizioSense mission to deliver urban analytics that are accurate, reliable, and respectful of individual privacy.

At the heart of this innovation is the launch of the VizioSense new compact sensor. Designed and manufactured in France, the single-camera device is smaller, easier to deploy, and maintains the same precision and reliability as previous models. This new product represents a step forward in scalability, enabling cities and industries to adopt smart monitoring solutions more efficiently.

Cities are already reaping the benefits. In Reims, France, VizioPark™ is helping to optimize delivery zones and short-term parking areas. By managing the same curb space differently throughout the day, the city can now balance the needs



A great moment shared with our investors and the VizioSense team (comprised of 8 nationalities) — building the future of privacy-AI together.

of logistics providers with those of local residents, improving both efficiency and accessibility.

In the logistics sector, a world-leading consumer goods company is using VizioYard™ to streamline trailer management in Germany. Every arrival now triggers immediate actions such as unloading, while ensuring proper parking. The system has already improved dock efficiency, and plans for a national rollout are under consideration.

Beyond logistics and transport, VizioSense solutions are proving their versatility in public safety and mobility planning. VizioCrowd™ was deployed at a major sports event in France to monitor fan zones, providing real-time crowd density data and issuing alerts when thresholds were reached, ensuring safer large-scale events. Meanwhile, in Arras, VizioCount™ is delivering valuable insights into vehicle and bicycle flows, enabling better urban planning and safer transport networks.

From streets to stadiums and logistics yards, VizioSense is demonstrating how privacy-first technology can create smarter, safer, and more efficient public spaces. With new funding, innovative products, and successful partnerships, the company is well positioned to expand its impact globally.

To learn more, visit viziosense.com 🟡

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VizioSense

Alacrity Global in Numbers

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

As we wrap up the third quarter of 2025, the **Alacrity Global** team looks forward to the opportunities that lie ahead. Our portfolio companies continue to demonstrate consistent growth, even as the global business environment shifts and new challenges emerge. Looking toward the final months of the year, our outlook remains cautiously optimistic — encouraged by progress in product traction to new markets and early wins in fundraising. Through focus, resilience, and disciplined execution, we remain dedicated to empowering the next-generation of Alacrity Global entrepreneurs as they scale and strengthen their businesses. 🌱



Assets Under Management

\$50,000,000

Start-Ups with Follow-on Investment**



96



22

Alacrity Exits

\$75,000,000



LP Investment Opportunities Available



132

Active Start-ups*



Total Enterprise Exit Value***



\$258M+

* 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.



CleanBC Plastics Action Fund Administration Nominated for BC Premier's Award for Innovation and Excellence

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



Since 2020, **Alacrity Canada** has administered the Fund in partnership with the Synergy Foundation and Indigenous Zero Waste Technical Advisory Group on behalf of the BC Provincial Government's Ministry of Environment and Parks to support plastic waste reduction projects.

With projects across every region of the province, the CleanBC Plastics Action Fund Administration has been recognized with a BC Premier's Award nomination in the Regional Impact Category. The Fund has supported over 60 projects through disbursement of more than \$27M (as of March 2025) and continues to drive the circular economy through non-dilutive funding to this day.

Learn about the **CleanBC Plastics Action Fund Administration** in the Interim Impact Report

Introducing CRM Horizons LIVE

CRM Horizons provides essential digital skills training to small businesses, and is supported by the Province of British Columbia through Innovate BC,

and managed province-wide by Alacrity Canada.

In preparation for the holiday season, CRM Horizons is going LIVE, offering online sales training to small businesses across BC. The 4-hour training, led by customer relationship management experts, introduces key topics such as sales automation, database management, and software integration.

Applications Open for the APEX Program (Advanced Pathways for Export)

Alacrity Canada is accepting applications from export-ready businesses to join the next APEX Program cohort. Through expert mentorship, real market insights, and tailored export strategies, the program helps businesses fast-track market diversification and international growth.

Discover **APEX & Apply Today**.

Welcoming the First APEX Program Cohort

The first APEX cohort is currently underway with a diverse portfolio of 17 companies leading the charge in sustainability and industrial transformation. Please find a

showcase of a few of the companies in the inaugural cohort with links to the others.

- **QuantoTech:** Disrupting traditional agriculture with a decentralized, vertically integrated urban farming model that prioritizes sustainable energy solutions.
- **Revel:** Building AI products for startups, serving a variety of industries including financial services, healthcare, cyber security, marketing, and defence.
- **Hydra Energy:** Delivering commercial hydrogen-diesel, co-combustion trucks, accelerating the transition to cleaner transport.
- **Rigid Robotics:** Assisting open-pit mining operations in achieving lower variability in shovel digging and loading to reduce costs, enhance productivity, and reduce emissions.

SDG Advisory Group, Feast Farms, Ediccare, A Leaf, Luty, Pharmaserv, Hairmetto, Startec Dynamics, Holdr, Clirio, Loafy, Acutonix Motion Devices, and Care2Talk Health. 🍷

BUILDING TRUST IN HEALTHCARE AI: ALACRITY UK START-UP WINS INNOVATE UK GRANT

ALACRITY UK - Funding and
scaling technology startups •
alacrityfoundation.co.uk

We are delighted to share that **Pontiro**, an Alacrity Foundation UK graduate, has been awarded an **Innovate UK Growth Catalyst for Early-Stage Startups** grant under the Artificial Intelligence category.

The program backs high-potential startups developing foundational technologies in areas like AI, with an emphasis on trusted and responsible innovation. This award is a strong recognition of Pontiro's mission to improve how health systems and innovators collaborate around sensitive healthcare data.

Founded by Evan Jenkins, Adam Shannon, and Lewis Bowen during their



Pontiro team(right to left): Evan Jenkins, Founder & Chief Commercial Officer, Lewis Bowen, Founder & Chief Executive Officer and Adam Shannon, Founder & Chief Technical Officer.

time in the Alacrity UK incubator, Pontiro develops privacy-first tools that help healthcare organizations securely share medical data. Their technology automates the anonymization of medical images and clinical reports through encryption and data masking, making it possible for researchers and collaborators to use rich

datasets without compromising privacy or regulatory compliance.

With this support from Innovate UK, the team will expand their work on secure infrastructure to enable safe and scalable AI innovation in healthcare, building on their platform and experience working with the NHS in Wales. As part of this next phase, the team are actively exploring opportunities to collaborate with healthcare partners and organizations interested in advancing privacy-preserving AI and data sharing.

Co-Founder Evan Jenkins explains, "We're excited to be supported by Innovate UK to take the next step on our journey. This grant allows us to explore new infrastructure that supports safe, secure, and responsible AI innovation in healthcare, a space that urgently needs practical, trusted solutions."

We're proud to see the team's progress and are excited to follow their next chapter as part of the growing Alacrity network.

Visit pontiro.com to learn more. 

Pontiro

THE MITEL UNIFIED COMMUNICATIONS ACCELERATOR IS IN FULL SWING

L-SPARK — Canada's leading corporate accelerator partner • l-spark.com

L-SPARK is thrilled to celebrate the 2025 cohort—now deep into build, validate, and go-to-market sprints with Mitel integrating existing products into a robust ecosystem. The energy is high, and the founders are pushing practical innovation that improves how organizations communicate, collaborate, and serve customers.

Why this matters

This program—powered by **L-SPARK Select**—pairs high-potential startups with Mitel's unified communications ecosystem, giving them access to experts, technical resources, and pathways to market. The focus is simple: ship real value fast. Luiz Domingos, Chief Technology Officer at



Mitel, states, "This cohort brings a strong mix of creativity, technical talent, and real-world applicability."

What's happening now

Working with L-SPARK's mentors, Founders are mapping integrations, scoping pilots with customers, and refining

GTM. Over the coming weeks, we'll share progress highlights, feature demos, and early results from co-development with Mitel.

Follow along as this cohort turns bold ideas into deployable solutions. For more on the Mitel Unified Communications Accelerator and the work underway, visit l-spark.com.

If you'd like to explore L-SPARK Select and our corporate innovation programs, please reach out to John Kambites, L-SPARK Business Development, at john@l-spark.com—we'd love to chat! 

L-SPARK
ACCELERATOR

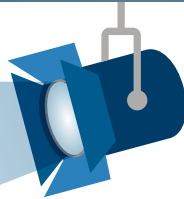
WCS Global provides technology solutions and integration services that combine leading technologies and strategic third-party partnerships to accelerate digital transformation for clients. Through its global network of regional offices, WCS Global teams are at the forefront of networks and telecommunication, providing industry-leading practices through strategy, product implementation, service management and more. For details on how WCS Global is helping clients achieve digital innovation through 5G, Customer Experience,



Cybersecurity, and Security-First Cloud solutions, please visit wcs.global.



SPOTLIGHT: WCS INDIA



Twentify Showcases at the Market Research Society of India Annual Conference

TWENTIFY — AI qualitative research in 24 hours from real people •

twentify.com

On September 11–12, 2025, working in partnership with WCS India, Twentify proudly participated in the Market Research Society of India (MRSI) Annual Conference, one of the premier industry gatherings in the region. The company's presence included a dedicated booth, designed to strengthen brand visibility, foster new connections, and reinforce Twentify's positioning as a trusted leader in market research innovation in India.

The Objectives:

- Expand brand visibility and market presence.
- Strengthen networking with key industry players.
- Initiate client conversations and generate new business opportunities.

Engagement at the Booth

The booth attracted 105 visitors over the course of the two-day event, offering meaningful opportunities for dialogue and relationship building. Of these:

- 20 were clients, including major organizations such as Omron, Airtel, Nestlé, Pepsi, Coca-Cola, Truecaller, Vivo, L'Oréal, Amazon, Haleon, TVS Credit, Tata Play, Panasonic, Abbott, Infinix, Zee, ME, Hero Motocorp, and Aditya Birla.
- 80 were agency representatives, spanning leading firms such as Cint, Toluna, Kantar, Lightbulb, BARC,

Nielsen, Neurosensum, Rakuten, and Smytten.

Outcomes and Impact

Our participation at MRSI 2025 reinforced Twentify's visibility within India's research ecosystem and opened the door to new collaborations with both global brands and leading agencies. The volume and quality of engagement exceeded expectations, validating the strategic importance of our presence at this flagship industry event.

Looking ahead, Twentify is committed to building on these connections, translating conversations into partnerships, and further expanding our impact in the Indian market through our partnership with WCS India. 📍



A TRUSTED PARTNERSHIP: GRC CONCIERGE & JOHANSON GROUP

GRC CONCIERGE — Experts in cybersecurity and compliance • grcconcierge.com

Compliance is often seen as a burden, a necessary step to earn customer trust but one that takes teams away from innovation and growth. At **GRC Concierge**, we believe compliance can be a business enabler when it is approached with the right combination of expertise, tools, and collaboration. That's why our partnership with Johanson Group, a leading independent audit firm, is such a natural fit for the clients we serve together.

A Seamless Client Experience

Together, GRC Concierge and Johanson Group help organizations achieve and maintain SOC 2, ISO 27001, and other frameworks with confidence. GRC Concierge works side by side with clients year-round to build security programs, implement controls, map risks, and ensure evidence is ready well before an auditor shows up.

When it is time for the audit, Johanson Group steps in seamlessly, ensuring independence while leveraging the organized foundation already built with our team. The result is a smoother, faster, and far less stressful compliance journey. Instead of scrambling for documentation or worrying about gaps, clients can focus on running their business knowing both partners are aligned in supporting their long-term success.

Independence with Integrity

One of the cornerstones of this partnership is maintaining the integrity of the audit process. GRC Concierge never



performs the audit itself, that is Johanson Group's role. Instead, we prepare clients thoroughly, guiding them through the process and ensuring they are ready. Johanson Group, in turn, provides the objective, independent review required for certification. This balance is critical: clients benefit from cohesive experience without ever compromising the independence that compliance demands.

"Since we have shared values when it comes to things like integrity and transparency, it makes for a strong foundation that our clients can depend on. Together, GRC Concierge and Johanson Group continue to deliver exceptional results and peace of mind." - Ryan Johanson, Partner & Co-Founder of Johanson Group.

For more than a decade, Johanson Group has provided tailored audit services to public and private organizations globally across a variety of industries. Unlike other compliance firms, Johanson Group has dedicated staff to ensure every client has a clear line of communication throughout the audit process. Whether you're seeking SOC 2, ISO 27001, PCI DSS, HIPAA, or GDPR, Johanson Group is with you every step of the way, ready to answer any questions you may have. With this commitment to transparency and our pursuit of providing the highest level of technical support, our goal is to help every customer achieve the security and compliance posture that best meets their unique needs.

"Our mission at GRC Concierge is to take the stress out of compliance and turn it into a foundation for growth," said Tiffani Westerman, CEO of GRC Concierge. "Partnering with Johanson Group ensures our clients get the best of both worlds: hands-on support throughout the year and the assurance of a truly independent audit when it matters most."

Building Trust Together

Ultimately, our shared mission is simple: help organizations build trust with their customers, partners, and stakeholders. By combining hands-on compliance support with independent assurance, GRC Concierge and Johanson Group show how partnerships can make compliance both seamless and credible.

Learn more at grcconcierge.com 

ABOUT GRC CONCIERGE

GRC Concierge is a security and compliance services company that helps organizations turn compliance into a growth enabler. Our team of GRC Engineers, vCISOs, and cloud security experts work hands-on with clients to design, implement, and maintain programs aligned with frameworks such as SOC 2, ISO 27001, HIPAA, and NIST. We provide white-glove support year-round through managed services, internal audits, risk management, and vendor due diligence, ensuring compliance is always in motion and not just a once-a-year project. Trusted by SaaS, healthcare, and enterprise organizations, GRC Concierge combines deep expertise with a concierge-style approach to make security and compliance seamless, scalable, and business-ready.



BACKED BY EMEND VISION FUND, MAMMOTH REDEFINES WORKFORCE PURPOSE ENGAGEMENT

EMEND VISION FUND — An impact fund investing in industrial transformation • emendfund.com

Impact teams at large enterprises spend millions each year on programs designed to engage employees in social initiatives. Yet, despite strong employee interest, participation rates remain low, leaving companies struggling to achieve the outcomes they expect from these investments.

Mammoth is a workforce purpose engagement company that helps organizations boost employee engagement, achieve stronger results in purpose initiatives, and capture higher-quality data with less effort from internal teams. The platform embeds purpose campaigns such as Earth Month and Seasonal Giving directly into the workday through Slack and Teams integrations. By providing a gamified

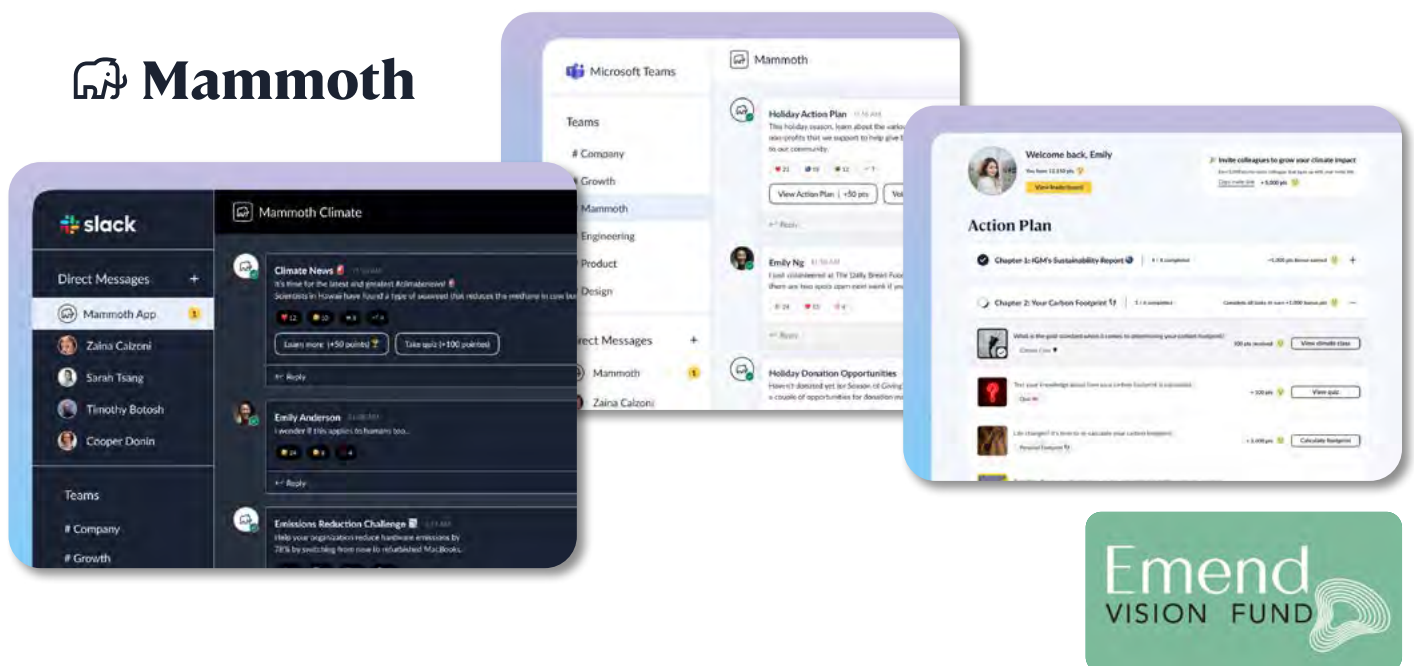
By providing a gamified experience and amplifying donation and volunteering opportunities, Mammoth delivers a sleek, user-friendly approach not previously seen in the Corporate Social Responsibility space.

experience and amplifying donation and volunteering opportunities, Mammoth delivers a sleek, user-friendly approach not previously seen in the Corporate Social Responsibility (CSR) space. As a result, Mammoth is consistently seeing employee engagement that is 2-3x higher than any competitors in the space.

Mammoth's key differentiation lies in reducing the burden on purpose teams while simultaneously enhancing the employee experience. Traditional purpose engagement approaches often rely on manual coordination, fragmented tools, and limited visibility into results. Mammoth streamlines these processes by automating campaign creation and reporting, enabling employees to engage with content in a way that feels relevant, intuitive, and rewarding. The outcome is a platform that drives higher adoption, deeper engagement, and stronger ROI for organizations investing in social impact, sustainability, and workforce well-being.

In 2025, Mammoth has so far achieved 2.5x year-over-year revenue growth. This acceleration has been powered by enterprise adoption at scale, with the company now partnering with some of the world's most recognizable organizations, including a top-five Canadian bank, Manulife, and IGM Financial, along with other Fortune 1000 companies.

The CSR and purpose engagement landscape has long been dominated by a handful of legacy players, leaving the market underserved and slow to innovate. Customers are demanding improved solutions, and Mammoth is breaking this cycle by delivering a modern, integrated, and engaging solution built for today's workforce. Positioned as the clear innovator in a stagnant category, Mammoth is on track to reach profitability in early 2026 and is well positioned to at least double revenue that year through Bottom of the Funnel (BOFU) opportunities and expansion commitments from existing customers. 📈



WHEN COMMUNITY SHINES: OVER \$162K RAISED FOR LOCAL HEALTHCARE AT LUMIÈRE

More than a hotel, **Brookstreet** is a place where people gather to celebrate, connect, and give back — and our annual **Lumière Gala** is a shining reflection of that.

On September 4, 2025, over 500 guests joined us for a sold-out evening that brought the romance of Paris to Kanata North. From a glowing Eiffel Tower to whimsical umbrellas drifting overhead, our spaces were transformed into the City of Lights. But beyond the décor, the true highlight was the generosity that raised an incredible **\$162,280** in support of the **Queensway Carleton Hospital Foundation** and its top priorities for patient care.

The evening opened with a warm welcome from **Terry Matthews**, the founder and owner of Brookstreet, who shared his gratitude for those championing local healthcare. Guests then enjoyed French-inspired cuisine, live music by Rebecca Noelle, exciting raffles and auctions, and a dazzling fireworks finale that lit up the Kanata sky.

Since Lumière began, together we have proudly contributed more than **\$1.5 million** to local charities — a testament to the lasting impact that happens when community comes together. We are deeply grateful to our presenting sponsor, **RBC Royal Bank** and to every partner, volunteer, and guest whose support made Lumière 2025 unforgettable.

At Brookstreet, we are proud to provide a stage for moments that bring people together. Lumière is proof of the incredible things our community can achieve when we gather in the spirit of giving — and we are honoured to be part of it.

For more information or to visit Brookstreet contact us [HERE](#).



Driving Innovation Forward: KRP Partners with KNBA to Launch the Kanata North Smart Shuttle

KRP PROPERTIES — Largest technology business park in Canada • krpproperties.com

KRP is proud to announce its partnership with the Kanata North Business Association (KNBA) in bringing the Kanata North Smart Shuttle project to life — an initiative that underscores our ongoing commitment to fostering innovation, sustainability, and technological excellence within Canada's Largest Technology Park.

This forward-looking pilot program expands on autonomous vehicle testing in Kanata, Ontario, marking a significant milestone in the evolution of smart mobility within our community. The project, headed by **Aurigo** and **Area X.O.**, aims to test autonomous vehicles equipped with advanced sensors, AI, and safety systems to operate in all weather, including snow and ice.

For KRP, supporting the Smart Shuttle project was an easy decision. Our mission has always been to nurture technologies that shape the future — and to do so responsibly by creating an environment that empowers innovation while prioritizing sustainability and accessibility for all who work, study, and visit the Kanata North Tech Park. The Smart Shuttle pilot represents the intersection of innovation and sustainability, exploring how intelligent transportation systems can meet the evolving needs of modern urban life. Beyond the technological advancement, this initiative also aligns closely with KRP's environmental goals by encouraging cleaner, smarter, and more efficient modes of transportation.

With one of the largest concentrations of electric vehicle (EV) charging infrastructure in Ottawa, KRP is proud to contribute by supplying EV charging for the duration of the project. This support removes key barriers to innovation, enabling greater access to cutting-edge smart technologies across our parks. By providing the infrastructure needed to sustain such initiatives, we're ensuring that the future of mobility is both accessible and sustainable.

The Smart Shuttle pilot connects employees, students, and visitors across the Kanata North Technology Park, making transportation within the community more convenient and environmentally friendly. The initiative also emphasizes inclusivity, incorporating accessibility features developed in collaboration with Deaf AI and the Canadian National Institute for the Blind (CNIB). This ensures that the benefits of innovation extend to everyone, regardless of ability, while setting new



Kanata North Smart Shuttle ribbon cutting with distinguished guests including the Honourable Jenna Sudds - MP for Kanata, Kelly Daize - Executive Director of the Kanata North Business Association, Mayor Mark Sutcliffe - City of Ottawa and Terry Matthews - Chairman of Wesley Clover International



The Kanata North Smart Shuttle will be charged by one of KRP's many EV charging stations.

standards for inclusive design in autonomous vehicle technology.

As the Kanata North Smart Shuttle begins its journey, it symbolizes more than just a new mode of transport — it represents a shared vision for a smarter, greener, and more connected future. KRP remains dedicated to enabling that future through strong partnerships, visionary projects, and an unwavering commitment to progress.

By fostering collaboration between business, technology, and community, KRP continues to help position Kanata North as a national leader in innovation — a place where sustainability and technology move forward together.

To learn about KRP Properties please visit:
krpproperties.com



WESLEY CLOVER PARKS CELEBRATES LANDMARK 2025 EQUESTRIAN SEASON

WESLEY CLOVER PARKS — A four-season community hub for outdoor recreation • wesleycloverparks.com

The 2025 horse show season at **Wesley Clover Parks** wrapped up on September 28, marking the 11th year of the Ottawa Equestrian Tournaments. From May through September, Wesley Clover Parks and its partners welcomed nearly 5,000 exhibitors across 15 competitions.

The season's highlight was the RBC Ottawa International CSI5* CSI2* in August, which drew some of the world's best, including four of the top 10 riders in the Longines World Rankings. Adrienne Sternlicht (USA) delivered a rare double Grand Prix victory, winning the US \$35,000 CSI2* Mark Motors Group Grand Prix before capturing the feature US \$340,000 CSI5* RBC Grand Prix. The CSI5* Grand Prix offered the largest purse in Ottawa Equestrian Tournaments history and drew enthusiastic crowds.

Equestrian sport at Wesley Clover Parks extends far beyond the international arena. This summer, the Ian Millar School of Horsemanship hosted sold-out riding camps, offering young riders their first hands-on experience with horses. With its all-inclusive approach to horsemanship,

the school builds the foundation for life-long participation in the sport. This unique connection, from first rides to 5* competition, sets Wesley Clover Parks apart as one of the few places where the entire equestrian journey comes together.

In September, Wesley Clover Parks made history by hosting its first FEI Eventing competition, Eventing at The Parks CCI2*-S and CCI1*. With this milestone, Wesley Clover Parks became the only venue in Canada, and one of just three in North America, to host international competition in all three Olympic disciplines: show jumping, dressage, and eventing. At a time when established Eventing venues are dwindling, this investment cements Wesley Clover Parks' role as a premier destination for the sport in Eastern Canada and beyond.

Another standout moment was the annual Spurs & Sparkles gala presented by RBC Royal Bank, held August 13 under Wesley Clover Parks' 10,000 sq. ft. tent. More than 400 guests raised over \$150,000 for the Queensway Carleton Hospital and Foundation, enjoying local food and

beverages alongside the crowd-favourite Get Up & Gallop competition, won this year by Team RBC Royal Bank. Spurs & Sparkles has quickly become a marquee Ottawa summer event, with 2026 set to mark its 5th anniversary.

Community support continued on October 5 as Wesley Clover Parks hosted CHEO's RBC Race for the Kids, raising funds for CHEO's largest-ever capital campaign and the construction of an Integrated Treatment Centre.

Beyond equestrian sport, Wesley Clover Parks continues to thrive as a four-season destination. Camping occupancy and revenue once again grew steadily, and Thanksgiving will close out another strong season. This winter, the 10th annual Magic of Lights Ottawa will transform the grounds into a beloved holiday drive-through tradition. Since its debut, Magic of Lights and Wesley Clover Parks have donated more than \$300,000 to local charities, including the CHEO Foundation.

To learn more about our events, visit wesleycloverparks.com 📍



Two-time Olympian Colleen Loach and Canada Post, CCI1* division winners at the inaugural Eventing at the Parks CCI2*-S CCI1* hosted by Wesley Clover Parks. Photo by Delaney Graham Photography



Spurs & Sparkles 2025 presented by RBC raised \$151,967 for the Queensway Carleton Hospital Foundation. (left to right) Catherine McLaughlin (Co-Chair, Spurs & Sparkles), Karen Sparks (Executive Director of Wesley Clover Parks), Shannon Gorman (President & CEO of the Queensway Carleton Hospital Foundation), and Justin Schurman (Regional VP of Business Financial Services, RBC).



Celtic Manor Resort to host leading tournament for golfers with disabilities

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

The **Celtic Manor Resort** will host the world's most talented golfers with disabilities when The G4D Open is staged in Wales for the first time in 2026. As part of a new three-year agreement, the Championship will also be held at the celebrated Ryder Cup venue in 2027 and 2028.

A field of 80 male and female amateur and professional golfers from across the world will compete over 54 holes of stroke play gross competition on the Roman Road Course, featuring nine sport classes across multiple impairment groups.

Celtic Manor has a rich history of staging leading amateur and professional events, including hosting the Ryder Cup in 2010 and no fewer than 18 editions of the Wales Open on the European Tour. The Roman Road Course, designed by Robert

Trent Jones, staged the Wales Open from 2005-2007 while the Twenty Ten Course was being built for the Ryder Cup.

Julie Hammond, Celtic Manor Resort Chief Executive, said, "We are thrilled to be hosting the G4D Open for the next three years and I am sure the picturesque Roman Road Course will provide a fantastic stage for these talented golfers to showcase their skills.

"Having hosted the Invictus Golf Challenge last year and worked with ISPS HANDA as title sponsor of the Wales Open for three years, we know all about the power of golf as an inclusive and accessible sport. We look forward to seeing more inspiring golf at The G4D Open and supporting the development of the game for people with disabilities."

The news caps a fantastic summer of golf at Celtic Manor which was the headquarters hotel for the AIG Women's Open, the largest women's sporting event ever held in Wales. The resort hosted senior

A view of the Celtic Manor Resort over the 18th green of the Roman Road Course, which was designed by Robert Trent Jones and will host the G4D Open for the next three years

executives and key clients of the title sponsor, AIG Insurance, across 10 days with events including a prestigious pro-am on the Twenty Ten Course, three evening functions, food festivals on the polo field, and a Women's Leadership Forum.

Coinciding with Team Europe's thrilling victory in New York in September, the resort has also celebrated the 15th anniversary of staging the Ryder Cup in 2010. A special golf day recreated some of the drama and excitement of that other last-gasp triumph for Europe that continues to inspire golfers from all over the globe. 📍



Celtic Collection and ICC Wales celebrate awards success

The Celtic Collection and International Convention Centre Wales (ICC Wales) are celebrating success after winning prestigious accolades at two major UK national award ceremonies.

Celtic Manor Resort and ICC Wales were both winners at this year's Meetings & Incentive Travel (M&IT) Awards, known as the Oscars for the business events industry, held at London's JW Marriott Grosvenor House.

A few days later, **St Brides Spa Hotel** completed a memorable week for The Celtic Collection when it was named Hotel of the Year for Wales at another glittering ceremony in London for the AA Hospitality Awards.

At the M&IT Awards, Celtic Manor Resort once again demonstrated its excellence by securing the Gold Award in the Best UK Hotel category, triumphing over a strong shortlist of fellow finalists including The Gleneagles Hotel, Chewton Glen, and

The Grand Hotel Birmingham to secure the title for the eleventh time.

ICC Wales retained its Silver Award for Best UK Conference Centre, marking the third consecutive year it has secured this accolade. There was also further recognition at the M&IT Awards where The Celtic Collection was the only independent hotel operator to be shortlisted in the Best Hotel Brand category, featuring as a finalist alongside the large international groups of Four Seasons, Hilton, IHG Hotels & Resorts, Marriott International, and Melia Hotels.

St Brides Spa Hotel, which enjoys a breathtaking clifftop location overlooking Saundersfoot Beach and Bay in Pembrokeshire, becomes the second Celtic Collection hotel in as many years to collect the coveted AA Hotel of the Year for Wales, following the success of Cardiff's Parkgate Hotel in 2024.

The award caps a momentous year for St Brides which has been elevated by

an extensive three-month refurbishment during 2025.

Reflecting on the awards, Julie Hammond, Group CEO of ICC Wales and The Celtic Collection, said: "It's an honour to see the International Conference Centre Wales and The Celtic Collection recognised once again with these prestigious awards. Achieving Gold and Silver across such competitive categories at the M&IT Awards speaks volumes about the consistent quality and commitment of our teams.

"Winning the AA Hospitality Award is a very proud moment for St Brides Spa Hotel and reflects the commitment and effort behind the recent refurbishment. Since reopening in May, the hotel has enjoyed a vibrant summer season and we have been encouraged by the positive feedback from guests about the quality of our facilities. This recognition affirms the progress that we have made and the guest experience that we strive to deliver." 📍



Celtic Manor Resort and ICC Wales were both winners at the prestigious M&IT Awards ceremony in London, UK.

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People Spotlight

Julie Hammond is Group Chief Executive Officer of The Celtic Collection, a prestigious portfolio of 13 hotels across South Wales, and the International Convention Centre Wales (ICC Wales), a world-class business events facility.

Appointed in 2025, Julie holds responsibility for developing business strategy and driving growth in revenues and profitability at Wales' largest independent hotel group at The Celtic Collection, as well as the UK's newest convention centre at ICC Wales.

Julie is excited about leading further growth at The Celtic Collection, which has seen rapid expansion in recent years from the inspiring foundation provided by the five-star Celtic Manor Resort. While horizons are ever broadening, the

Julie Hammond

Group Chief Executive Officer,
The Celtic Collection and ICC Wales

group remains authentic to its Welsh identity and Julie is a keen advocate for the unique brand of warm Welsh hospitality that emanates from a motivated and empowered team.

Another key focus is unlocking the full potential of ICC Wales. Early momentum was hindered by the pandemic, but the convention venue has the scale and capability to be truly transformative for the Welsh economy.

With more than 25 years of experience in the hospitality industry, Julie has previously held a variety of senior leadership positions across several prestigious hospitality properties and groups in the UK and Europe.

Hospitality has always been a part of Julie's life. She grew up immersed in the industry, helping



out in her parents' restaurant — from peeling vegetables in the kitchen to greeting diners front of house. This early experience sparked a lifelong passion for creating memorable guest experiences that continues to drive her today.

"I was taught early on to treat every guest as if they were your first. That philosophy still drives me today. It's about empowering our teams to deliver unscripted, heartfelt hospitality, creating moments that feel personal, not transactional."

— Julie Hammond

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, located in the largest tech park in Canada. 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



The Celtic Collection is a prestigious family of experience-focused business and leisure destinations in the UK. Born from the legacy of the world-renowned **Celtic Manor Resort**, the group's flagship destination at the gateway to South Wales, the Celtic Collection brings together premium accommodation with exemplary service and world-class facilities. celtic-collection.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



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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.

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TRIPLE TRIUMPH

Celtic Collection wins three major accolades at glittering awards ceremonies



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