



To Whom It May Concern,

We are Happy to provide this letter of appreciation and reference for PM AM IT Services Pvt. Ltd., who successfully delivered an Artificial Intelligence–based Delivery Order Verification Solution tailored for our McDonald's West and South region in-store operations.

PM AM's solution is digitizing and validating every delivery order at the point of dispatch for Accuracy thru Video Analytics and AI.

We sincerely appreciate PM AM's efforts at understanding of our operational workflow, their collaborative approach, and their commitment to delivering a reliable, high-impact solution. Their post-implementation support has also been prompt and dependable.

We highly recommend PM AM to any organization looking to leverage AI and automation to solve real-world retail or logistics challenges.

We wish them continued success in all future projects.

Sincerely,

Jagpreet Pabla
Associate Director – Product and Tech
Hardcastle Restaurant Pvt. Ltd.
28-07-2025



CIN : U55101MH1995PTC091422
T : +91-22-4913 5000
F : +91-22-4913 5001
E : info@mcdonaldsindia.com
W : www.mcdonaldsindia.com
www.westlife.co.in

Hardcastle Restaurants Pvt. Ltd.
Regd. Office : 1001, Tower-3, 10th Floor,
One International Center,
Senapati Bapat Marg,
Prabhadevi,
Mumbai - 400013.
India.