



19<sup>th</sup> February 2009

TO WHOSOEVER IT MAY CONCERN

ABB Global Industries & Services Limited (ABB Corporate Research Centre) is a Corporate R & D Unit located in Bangalore employing about 650+ Software Development, Testing, Domain Experts and Research professionals.

ABB Corporate Research Centre decided to go for CMMI maturity level -3. In this connection, ABB Corporate Research Centre approached SITARA Technologies, located in Bangalore lead by Mr Raghav Nandyal, the Lead Assessor.

Mr Raghav Nandyal prepared the organization by conducting a 4 days un-registered SCAMPI "C" appraisal during June 2008. This appraisal helped us to realize the gaps in our processes.

SCAMPI Class B appraisal was conducted during September 2008. This appraisal helped us to realize the gaps in our level of understanding of our Metrics in the organization.

Subsequently, another SCAMPI Class B appraisal was conducted during December 2008. This appraisal helped us in measuring our preparedness for SCAMPI Class A appraisal.

Finally, the SCAMPI Class A appraisal was conducted during February 2008 and ABB Corporate Research Centre was assessed at CMMI Level 3- Defined Process Maturity.

In all this, Mr Raghav Nandyal brought in a very professional and ethical approach. His training and coaching of ATMs has also ensured that we have developed competent resources within the organization to guide us further in this journey. I really appreciate the fact that he was very demanding during his audit, would accept nothing less than 'excellence', and this enabled our organization to rise to the occasion and deliver the best.

It is really nice to know Mr Raghav Nandyal and I feel that we are working with a assessor who has practical insight on how to improve / optimize the processes to achieve better business results. His mention and articulation of process initiatives to derive business value in every opening and closing meeting and also throughout the assessment process is a great enabler to drive our organization towards business excellence. Again, I would like to thank Mr Raghav Nandyal for guiding us through his superior leadership in our journey of achieving excellence in our CMMI L-3 journey.

Needless to say that we are completely satisfied with every aspect of his work and feel fortunate to have him as our Partner in this endeavor.

Best Regards,  
For ABB Global Industries & Services Ltd

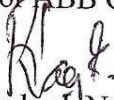
  
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