



27 May 2005

Dear Mr. Raghav,

We are pleased to express our appreciation and satisfaction for your contribution towards implementing CMMI process improvement initiative program at ACS GHRS HRIS Bangalore site.

Throughout the program, your involvement and leadership in providing CMMI training, software engineering consultation and SCAMPI appraisals was very professional and consistent. The project team has gained many learning experience from your valuable advice and inputs which has resulted in our success.

In addition, feedback from the team particularly for the Class A Appraisal is that the SITARA assets have enabled the appraisal to be conducted effectively and efficiently. Our team members are impressed with your leadership as you were always thorough, comprehensive and accurate in fact findings.

We sincerely thank you for your good work and look forward to work with you again in the near future for GHRS HRIS other locations process improvement initiative program.

Best Regards,

(Koh Shuo Ten)

Director, Asiapac HRIS  
Affiliated Computer Services (ACS)  
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