

January 6, 2004



Raghav Nandyal
Sitara Technologies Pvt. Ltd.
Bangalore

Dear Raghav,

We would like place on record our sincere appreciation for the professional support and guidance provided by you in our journey towards CMMI Level 5 in VBU Automotive and HCU Microsoft Solutions Group.

Your integrated and phased approach, consisting of the Class C Assessment for gap analysis, CMMI Overview training, Class B assessment for artifact review and the final Class A SCAMPI Assessment enabled us to make a smooth transition to CMMI as per the planned timelines. The reuse of information from each of the above assessments also considerably reduced our effort towards the final assessment.

The SITARA templates for the Class A SCAMPI Assessment helped us in structuring the assessment process, and the reuse of information in these templates also helped in reducing the effort in the assessment.

On a personal level, your technical knowledge of software engineering and your practical interpretation of the CMMI were of immense value during our CMMI journey. Your constant offline availability for help and guidance also helped us. Your ability to be well planned and organized ensured that all our engagements were smooth and timely.

It is a real pleasure to work with you and we hope to continue our association with you in future engagements.

Thanking you

Yours faithfully
for Satyam Computer Services Ltd

Ch Murthy
Vice President, Quality

Satyam Computer Services Ltd.

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