



October 20, 2005

**TO WHOMSOEVER IT MAY CONCERN**

In continuation to the Organization focus on process improvements and staggered approach for CMMI assessments, Satyam has concluded its eighth assessment covering the Insurance and Healthcare businesses at Hyderabad. The assessment was conducted by Bangalore based **Sitara Technologies Ltd.**

Continuing with the rigor and focus towards each of the assessments that the Lead Assessor, Mr Raghav Nandyal puts in, these units went through the Class C, Class B and Class A assessment. For the first time, Satyam went through a self audit process to reinforce the rigor with which these assessments are conducted. The self audit was conducted by a third party observer who was present all through the Class A assessment and noted the proceedings in fair and unbiased mode. The audit report will be one of the assessment artifacts to be submitted to SEI for registration. We appreciate Raghav for his timely innovative idea that goes a long way in establishing the credibility of the assessment process at Satyam.

As always, the lead assessor, Mr Raghav Nandyal gave us extremely valuable feedback in terms of our strengths and also opportunities for improvement. Through the assessment process he could gauge the process maturity within the unit from the implementation standpoint and helped us meet our assessment objective.

All the improvement opportunities submitted to Satyam by way of final findings report (Class A report) will be tracked through an action plan.

We wish Sitara Technologies all the best and look forward to many more such insights into process improvement opportunities through these assessments.

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