



September 23, 2005

TO WHOMSOEVER IT MAY CONCERN

As part of the Organization drive towards continuous process improvement, Satyam had adopted CMMI in 2003 and thereafter went through several Level 5 assessments. The most recent assessments that concluded in the months of May and July 2005 covered the Collaborative Enterprise Solutions (CES), Manufacturing and TIMES, HITECH, BI businesses respectively. These assessments were conducted by Bangalore based **Sitara Technologies Ltd.**

Satyam appreciates the rigor and focus with which each of these assessments is conducted by the Lead Assessor, Mr Raghav Nandyal. As advised by him, Satyam has adopted the three step process of appraisal namely, Class C, Class B and the final Class A to systematically approach the assessment objective. As SEI provided the opportunity to register each of the Class C, B and A reports, Satyam was in the forefront to register these reports and thereby establish and prove its commitment to the assessment process.

The lead assessor, Mr Raghav Nandyal very diligently conducted these two assessments and 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 these units from the implementation standpoint and also could identify several best practices within each of the projects that could be evaluated for an organization-wide implementation.

All the improvement opportunities submitted to Satyam by way of final findings report (Class A report) are being tracked through an action plan. Some of the opportunities identified during these two assessments relate to Reuse to enhance productivity, revisit to the goal setting process based on organization capability baseline to improve predictability and control, consolidation of configuration management tools to obtain higher return on investment and implementation of a one stop project management workbench for efficient project management.

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Satyam as an organization has benefited tremendously through these assessments and through the experience of the Lead Assessor, Mr Raghav Nandyal and would look forward to more in future.

We wish Sitara Technologies all the best in their endeavor to establish a process and process improvement culture in the IT Sector thereby enhancing business value to the organization and cost effectiveness and quality of delivery to the customer.

Nagaraj CR
Sr. Vice President,
Corporate Quality
Satyam Computer Services Ltd.

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