



MOTOROLA

Global Software Group

May 22, 2003

Raghav Nandyal,
Chairman and CEO
SITARA Technologies Pvt. Ltd.
#54, Sri Hari Krupa, 6th Main Road,
Malleswaram,
Bangalore, 560 003
INDIA.

Dear Raghav

Please accept our heart-felt appreciation for your contribution towards implementing CMMI based process improvement in MIEL.

Your involvement as a transition partner in the four distinct phases of our CMMI journey, viz., Class B Assessment, CMMI Training, Process Engineering and SCAMPI Class A Appraisal, was crucial in our ultimate success. We benefited from your external perspective, hands-on software engineering background and P-CMM expertise.

All our managers and technical leaders were highly satisfied with your "overview of CMMI" training program spanning two days. The program was very interactive and helped the organization in getting a thorough conceptual understanding of CMMI.

In the area of Process Engineering, your involvement helped us to retain focus on our business needs and context while adequately addressing all the 25 process areas. We also appreciate your timely feedback to our queries.

The appraisal team was impressed with your leadership during the SCAMPI Class A appraisal, and valued the fact that you were always thorough, comprehensive, and accurate with your fact checking. We gained from your wide experience in conducting appraisals and the ability to cross-correlate facts to keep the interviews lively and open. The SITARA assets helped us to plan and conduct the appraisal efficiently and effectively.

We sincerely thank you for your good work and wish you continued success in future endeavors.

Best Regards,

Sammy Sana
Managing Director,
Motorola India Electronics Pvt. Ltd.