



December 26, 2007

TO WHOSOEVER IT MAY CONCERN

ABB Global Services Limited (ABB Corporate Research Centre) is a Corporate R & D Unit located in Bangalore employing about 500+ Software Development, Testing, Domain Experts and Research professionals.

ABB Corporate Research Centre decided to pilot the adoption of People CMM product suite for the purposes of engaging in internal process improvement. In this connection, ABB Corporate Research Centre approached SITARA Technologies, located in Bangalore lead by Mr. Raghav Nandyal, the Lead Assessor.

Mr. Raghav Nandyal prepared the organization by conducting a 3 days SEI Authorized Introduction to People CMM workshop for about 50 line managers during February and March 2007. This high quality program laid the foundation for the implementation endeavor. He also conducted an organizational survey with the participants on their understanding of the current people related practices.

Subsequently, SCAMPI Class C appraisal was conducted during April 2007. This appraisal helped us to realize the gaps in our documentation as well as the level of understanding of our people related processes and policies amongst our Managers. Class B appraisal was conducted during July 2007. This appraisal helped us in measuring our preparedness for Class A appraisal. Finally, the SCAMPI Class A appraisal was conducted during November 2007 and ABB Corporate Research Centre was assessed at Level 3 – Defined Process Maturity.

In all this, Mr. Raghav Nandyal brought in a very professional and ethical approach. He has been able to provide high quality introductory training which enabled ABB Corporate Research Centre to achieve this feat in a very quick time. His training and coaching of ATMs has also ensured that we have developed competent resources within the organization now to guide us further in this journey. I really appreciate the fact that he was too demanding during his audit, would accept nothing less than 'Excellence' and this enabled us to rise to the occasion and deliver the best.

And it is really nice to know Mr. Raghav Nandyal and I feel that we are working with a real person. Again, my sincere thanks and gratitude to Mr. Raghav Nandyal for guiding us through his superior leadership in our journey of achieving excellence in people management. We thank him for this!

Needless to say that we are completely satisfied with every aspect of his work and feel fortunate to have him as our Partner in this endeavor.

Best Regards,

S Raghavendra Rao
Head-Human Resource

ABB Global Services Limited