

March 22, 2011

Dear Raghav,

This letter is to express our sincere appreciation for the invaluable CMMI training programs and appraisal services rendered by SITARA to GSS Infotech.

It has been a very enriching and a productive experience for all teams who were highly inspired and enlightened after attending your Introduction to CMMI and SCAMPI Appraisal Team training programs. The high maturity journey of GSS has ensured alignment of our business objectives and software processes with the CMMI-DEV V1.2 based process improvement model. We have seen a significant improvement in customer delight and business benefits; we are sure to reap rich dividends due to process optimization with this continued rigor in place.

We are pleased with SITARA's pragmatic approach in terms of the overall CMMI appraisal road-map mandating SEI registration of all SCAMPI appraisals coupled with comprehensive audit findings report delivered by you. The well planned and comprehensive coverage with the three classes of SCAMPI appraisals, C, B and A have resulted in a positive shift in the process culture at GSS.

Our project managers and technology leads have gained highly from your Introduction to CMMI and SCAMPI team training programs, which were highly interactive and people-focused. I feel that these training programs delivered by you at the very beginning of GSS's high maturity journey not only motivated the teams about process improvements but also set the required momentum for our CMMI journey. The same applies to the regular process reviews and timely feedback which were comprehensive and candid. I must not forget to mention use of the proprietary SITARA SCAMPI appraisal kit and Practice Implementation Indicator Description and Evidence Justification templates, which significantly streamlined the appraisal process and served as useful appraisal documentation.

We are happy to see that the entire appraisal process was completed within the planned schedule. I would like to mention here that all appraisal team members have conducted a thorough and a professional appraisal under your leadership. We notice the findings at the end of the each appraisal were process-oriented, focused, and futuristic, without losing track of the action items require to address our present requirements.

We thank SITARA for showing us how high maturity process improvements can be rendered in a practical and an easy to achieve manner when done right without diluting the spirit of process improvements! It was indeed a pleasure working with you and we look forward to working together with SITARA in our future engagements.

Yours sincerely,



Siva Kumar Nuti
COO, GSS Infotech

initiate

collaborate

succeed

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