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July 1, 2006

SITARA Technologies Pvt. Ltd.
#54, SRI HARI KRUPA
6th Main Road
Malleswaram
BANGALORE KA 560 003
INDIA

Dear Raghav,

I would like to personally thank you for the fine work you and your associates at SITARA Technologies have performed assisting PPS InfoTech improve its customer service, increase its' efficiencies and achieve a higher CMMI appraisal rating.

You have effectively taught many PPS team members an "Introduction to CMMI", and that information has been shared throughout our organization. Four of our most respected employees have completed your SCAMPI Appraisal Training, and will use their newly acquired expertise throughout their careers. Your training was thorough and effectively addressed areas where we requested more detailed review.

PPS InfoTech prides itself on the excellent customer service we provide and the fine reputation we now hold at the Department of Education Federal Student Aid. Still, no one at PPS anticipated the dramatic improvement in service delivery and efficiency our progress in organization maturity would have after completing your courses and working with you as a process consultant. Your emphasis on rigor, satisfying both the letter and spirit of the CMMI process improvement guidelines, and inclusiveness of all or most organization employees has paid immediate dividends in customer service and satisfaction.

Finally, your conduct of SCAMPI C, B, and A appraisals was professional, efficient, and thorough. Our team responded well to you and your appraisal team, and left the appraisal with more self-respect and satisfaction.

I wish SITARATECH much success and look forward to working with you in the future.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Willie Huo', written over a white background.

Willie Huo
President
PPS InfoTech, LLC