

To

Feb 27<sup>th</sup> 2012

Raghav S. Nandyal  
SITARA Technologies Pvt. Ltd.  
#54, "Sri Hari Krupa", 6th Main Road,  
Malleswaram,  
Bangalore KA 560 003 INDIA

Dear Raghav,

We would like to express our sincere thanks to you for doing a wonderful job of going through the three SCAMPI Classes of Appraisals to objectively verify the high maturity practices of CMMI DEV V 1.3.

We are very impressed by the professional approach with which you conducted the Appraisals and the rigor and intensity of coverage of all Process areas. Your deep knowledge of the software processes in an organization like ours, and suggestions for effective collection and interpretation of metrics for process improvements immensely benefitted our organization.

We are very thankful that you agreed to take up this assignment with a very short notice, when we approached you in September 2011. As we were not progressing well with the Partner we had engaged till then, we needed someone who could give us proper guidance and mentoring, which you provided very well.

SITARA's presentation templates with SITARA TQI for TQA<sup>sm</sup>, used for SCAMPI C appraisal, made many of our managers to align them well with the requirements of high maturity. The PIIDs and Evidence justification templates (EJs) developed for SCAMPI B and SCAMPI A appraisal were found to be very useful by our managers.

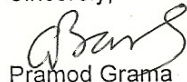
Our Appraisal Team, which had undergone training earlier by other HMLA, felt that the training sessions conducted by you were at a much superior level and greatly enhanced their knowledge. The Quality team which was finding it very difficult to generate a prediction model, found it very practical and effective to adopt your 4 step process for PPM generation. The fact that the team was able to generate 6 PPMs in a short span of time made all the difference.

We really appreciate your approach to plan each step and execute each appraisal as a project. The plans really helped us to achieve the objective well within the timeframe. You have this unique ability of putting the appraisal team at ease and making them very communicative, which makes the interview process very thorough and purposeful.

Your feedback and points to ponder, that you presented during the appraisal findings, were highly appreciated by all participants. Your knowledge on the subject, associated with your qualification to conduct such an appraisal, made the difference at the end.

We have several challenges ahead of us, as we are a growing organization with ambitious plans of being a leading software services provider. We hope that you will continue to work with us in helping us sustain our maturity level in the years to come.

Sincerely,



Pramod Grama  
Co-founder & Executive Vice President (Engineering)