



9<sup>th</sup> April 2004

To,

**Raghav S Nandyal,**  
Sitara Technologies Pvt. Ltd.  
**Bangalore**

### **Sponsor feedback**

On behalf of Satyam Computer Services Ltd, I would like to thank Raghav S Nandyal, CEO of SITARA Technologies Private Ltd, for his value-added CMMI assessment services.

We had conducted our first SCAMPI assessment with Raghav using the CMMI Staged Representation for two business units in Chennai in December 2003, and have continued to work with him for our current SCAMPI assessment for SRU-GEGDC using the CMMI Continuous Representation in Hyderabad. It has been a good and enriching experience for us.

The phased approach to the assessment used by Raghav has helped us to align our practices to the CMMI and achieve our targets. The Class C Assessment in August 2003 was a process adequacy check that helped us to identify and close process gaps. The Class B Assessment in February 2004 checked exhaustively for implementation strengths and weaknesses with reference to the CMMI using Process Implementation Indicator Documents (PIIDs). The final Class A Assessment was led very competently by Raghav. With his vast experience, he made all the interviewees very comfortable and elicited all the necessary information, and with his deep knowledge of the CMMI, he was able to guide the assessment team in the intricate assessment process and interpretation of the CMMI Continuous Representation.

The findings given at the end of the assessment are very relevant and focused, and this will help us to develop action plans to improve our processes further.

It has been a privilege to work with Raghav and we hope to continue our association with him for future assessments.

**Nagaraj C.R**  
Sr. Vice President  
Corporate Quality

### **Satyam Computer Services Ltd.**

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