



MOTOROLA

Level 16 Menara Luxor,
6B Persiaran Tropicana,
47410 Petaling Jaya,
Selangor Darul Ehsan, Malaysia.

November 17, 2003

Dear Raghav,

We are pleased to express our satisfaction and appreciation to SITARA Technologies Pvt. Ltd for providing us their services in our endeavor towards CMMI based process improvement at Global Software Group, Malaysia.

As a transition partner in CMMI, SITARA was involved in providing professional services in training, consultancy and appraisal. The entire sequence of activities – Class B appraisal, training, implementation follow-up and SCAMPI A appraisal – were meticulously planned and executed with due diligence and thoroughness which has resulted in our success.

The feedback from our practitioners on Introduction to CMMI training has been excellent. The concepts were articulated well and the practices were explained in a convincing manner. The sessions were very interactive with numerous examples from other disciplines.

Our queries have been responded very well in a timely fashion. Your valuable interpretations and guidance regarding the various practices of CMMI has helped us in the implementation of the practices across the organization.

The team here has thoroughly enjoyed your insights into practices, thought provoking ideas and external perspective on many topics during several discussion sessions.

We sincerely thank you for your efforts and contributions.

Our best wishes for a continued success in your future.

Regards,

A handwritten signature in black ink, appearing to be 'S. Surya'.

S. Surya
Managing Director
Motorola Multimedia Sdn. Bhd.