

January 15, 2016

Raghav S. Nandyal
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Dear Raghav

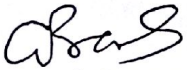
Ever since we embarked on the high-maturity journey with SITARA Technologies involving CMMI-DEV and People CMM, we have tracked the following performance metrics closely. Since SPAN competes in a very competitive environment, our challenge has always been to demonstrate how our competitive advantage can be continuously improved. So much so, our tryst with high maturity is an eternal journey since 2002. The following are some of the direct benefit that we have seen from institutionalizing CMMI-DEV and People CMM based on data gathered over these years.

Increase in Employee Utilization: 5%,
Growth in repeat business from Customer: 20% per year,
Reduction of Cost of Poor Quality of 5-10% per year,
Improved On-time Delivery by 10%,
Innovations that reduced the application development effort by more than 30%,

I would like to thank SITARA Technologies for playing a key and an essential role, as a trustworthy CMMI Institute partner, who offered reliable and necessary appraisal, training and coaching support, in our journey from 2012. Ever since SITARA delivered a Software CMM Level 4 assessment back in 2002, we have felt confident to knock on your doors whenever a need arises in the areas of coaching our staff on process and competency engineering, with the more advanced CMMI constellations or the People CMM.

I can state confidently that it would not have been possible to demonstrate high maturity in such a short time of approximately 2.5 years, on both these frameworks from 2012-2015, without your constant encouragement, support and coaching.

I will be happy to serve as a reference for SITARA's capabilities.



Pramod Grama
(Co-founder & Executive Vice President)

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