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Dr. BALABHAI NANAVATI HOSPITAL

S. V. ROAD, VILE PARLE (WEST), MUMBAI - 400 056.

Ref No. BNH/DA/27/122/02

Date : 07/06/02

Mr. Ravi Mani.
Director.
CCST Infotech Pvt. Ltd.
Mumbai.

Dear Ravi,

Way back in 1995, we took a decision to appoint you as a Consultant for our entire software solutions. On a review of the various problems that surfaced during the past few years, we are happy to note that all these have been surmounted successfully. The major resistance came from our staff but your team was successfully able to win them over through frequent meetings and training programmes.

I write specially to compliment you and your team members for the meticulous planning and execution successfully concluded recently in the major task of migration from ScoUnix to Windows 2000, on the change in Database from Sybase 11 to SQL Server 2000, and Front End change from Power Builder 4.0 to Power Builder 6.0 and the Functional Enhancement of Systems in all the departments.

We had certainly apprehensions about a smooth switch over but thanks to your Mr. V.K. Shankar who practically spent 24 hours a day over the fortnight during this exercise to ensure everything went off smoothly.

This has reinforced our faith in you and in our wisdom of having selected CCST Infotech Pvt. Ltd. for all our software solutions. You are aware that we have been highly recommending you when queries are raised about your competence from other hospitals. We compliment you on your good work and wish you many more such successes in future.

We, on our part to anticipate a long and harmonious business relationship.

With warm and personal regards,

Yours sincerely,

MICAH JOSEPH
Director-Administration.