



# HOLY SPIRIT HOSPITAL

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## TO WHOMSOEVER IT MAY CONCERN

We, at Holy Spirit Hospital, have implemented the Novella Hospital Management System since November '2000 and are very pleased with the functioning of the same.

The biggest asset of Novella HMS system is, it is user friendly, minimum training required in operating the system, the patient movement has drastically reduced and very good internal checks for investigation reporting. It has also helped us to reduce our costs and improve our productivity significantly, with the use of the Novella HMS.

CCST consultants who worked onsite at the Holy Spirit Hospital were professional, technically competent, and reliable. We would like to make a special mention of the responsiveness of CCST professionals, especially Mr. Ravi Mani, Mr. Shankar, Ms. Padma, Ms. Dhruti Patel and Mr. K Vijayakrishnan towards solving our queries whenever raised.

Our experience with the Novella HMS confirms our trust and belief in CCST professionals' domain expertise and superior service levels. We would wholeheartedly approve of the Novella Hospital Management System to any prospective hospital for its capabilities as well as the committed team working on it.

*Sr. Leema Rose*

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Assistant Administrator  
Holy Spirit Hospital.