



Premier Agencies

Premier Agencies of Tanzania Ltd.
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VRN Reg. No.: 10-017376-Q
TIN No.: 101-999-254

17th February, 2014

Crystal Software Solutions
51, Dewan Centre, Level II
S.V. Road, Jogeshwari (West)
Mumbai 400102

India

Att : Mr. Jairaj

Dear Sir,

RE : HELPDESK SOLUTIONS BY CRYSTAL SOFTWARE

We refer to the contract for the supply and installation of the Service and Maintenance Software for our offices at Premier Agencies of Tanzania Ltd., in Dar-es-salaam, Tanzania.

The project involved installation, implementation guidance training and support. The software was also required to monitor SLA processing and spare parts tracking.

We are pleased to compliment you on the product which meets very well all our requirements and your excellent service. We are particularly impressed that you were able to install and commission the software remotely from Mumbai without much problem.

We shall be looking at installing the same in our offices in Kampala and Nairobi in the near future.

It was a pleasure working with you and your team and I wish you the best in your future endeavours.

Yours sincerely,

For And On Behalf Of
PREMIER AGENCIES OF TANZANIA LTD.

Varun Sharma
Managing Director