



Subject : Reference INFOMERA LTD.

Date : 27.March.2013

To Whom It May Concern;

In year 2012, Infomera Ltd. was subcontracted by OPTiM Yazılım Hizmetleri A.S. for the realization of Project, named "ITIL process design and HP Service Manager Implementation in Supreme Council of Health, Qatar".

In this project Infomera Ltd. took part in the ITIL process analysis and documentation, provide design and customization of the off-the-shelf HP Service Manager product, implementation of the solution, knowledge transfer and end-user training. The system covers the work of IT and Help Desk teams of Supreme Council of Health. After the completion of the project Infomera Ltd was involved in the maintenance of the system.

The team of Infomera Ltd. we work with shows not only knowledge and skills in IT Service Management design and implementation, but good understanding of Clients requirements, wiliness to solve customer business case and responsive support.

We would recommend the services of Infomera Ltd. in any venture whereby each party expects perfection and proficiency.

Yours sincerely,

OPTiM

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