



To Ekaterina Voropaeva,  
President of GMCS Verex

Dear Ekaterina,

On behalf of SIBUR LLC, I would like to thank GMCS Verex for a high quality of work performed to develop an analytical reporting system based on QlikView for the BPM Online system.

For three and a half months of active collaboration, thanks to the use of effective approaches to project implementation and the high qualification of the project team a new BI system was deployed and the first reports on ITSM processes were implemented. Data is collected from the BPM online system using the integration solution and consolidated in real time in the analytical solution.

The system ensures transparency of reporting on the quality of customer service and the fulfillment of contractual obligations by IT service providers. The system improves the speed and efficiency of IT management at SIBUR. Using reports, management board (General Director, Head of the Information Technology Center, Heads of Departments, and Service Managers) regularly monitors and manages the quality of service provided to users.

At the current project stage, six analytical reports have been developed. Some reports are intended for displaying key information on the work of IT services in the Company's offices.

During the project implementation, GMCS Verex showed promptness, innovative approach and creativity in solving the assigned tasks.

We plan to continue cooperation with GMCS Verex in the framework of new projects and the development of BI systems.

Sibur LLC recommends GMC Verex as a reliable partner for the implementation and development of business intelligence systems.

Yours respectfully,

Director, IT Services, Development of Communications  
and IT Infrastructure of Sibur LLC

A handwritten signature in blue ink, appearing to read "A. Burlutsky".

A. Burlutsky