



Subject: Work performed for T2 Mobile LLC

**To Ekaterina Voropaeva,  
President of GMCS Verex**

**Dear Ekaterina,**

On behalf of T2 Mobile LLC (Tele2), I would like to thank GMCS Verex for a high quality of work performed to implement and develop a customer relationship management system for b2b clients based on Microsoft Dynamics CRM 2016.

In the framework of long-standing cooperation with GMCS Verex, the company implemented and developed the CRM system providing management of b2b sales to potential and current clients, communication, tasks, interactions and events, purchases, requests. In addition, the company set up reporting and analytics, as well as integration with various external systems.

As a result, T2 Mobile LLC got a flexible tool to effectively manage the sales cycle, from processing messages coming from different channels, preparing and concluding a contract to developing relationship with clients, processing claims, getting feedback and surveying customer satisfaction.

Cooperation with GMCS Verex continues within the development of CRM system for b2c and other sales. The project uses a flexible development methodology aimed at the effective management of requirements and iterative development. It allows you to respond as quickly as possible to business needs.

T2 Mobile LLC recommends GMC Verex as a reliable provider of services for the implementation and development of CRM systems for the telecommunication industry.

**Yours respectfully,  
Head of CRM Department, T2 Mobile LLC**

A handwritten signature in black ink, appearing to read "N. Svidersky".

N. Svidersky  
07/31/2018