

To whom it may concern

Pioltello, 31 Ottobre 2009

Oggetto : **MASS Group reference letter**

This letter has been requested by MASS Group in order to provide the reference for further customers.

We are glad to confirm our full satisfaction with any MASS Group deliverables.

We use the following MASS modules:

- CS = Customer Service module
- PM = Product Management module
- ST = Service Tickets module
- Order Management

MASS Group has also done the integration with our billing, web-portal and other internal systems.

There was no any significant failure of the system since start of operations in year 2007 while it works in 24/7 mode.

We also very happy to receive the professional and effective support from MASS Group.

I would highly recommend MASS Group for any cooperation with in the relevant area. Please contact me in case of any questions.

Cordiali saluti,



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