

Letter of Appreciation

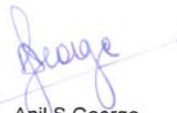
Avon Solutions & Logistics Ltd. has been our mailroom vendor for the last 7 years.

When we went in for VRS in the year 1998, our Receipt and Despatch Activities were affected and hence commissioned Avon to take over the operations. This was a calculated risk because, at that time, there was no Service Provider in the market offering Mailroom Solutions for Corporates. We thus saw an opportunity in M/s Avon Solutions who promised to combine their unique mix of competence in the field of Technology and Courier Company Expertise to come up with a new product called Mailroom Management. Being fully aware of our growth strategy, we knew the importance of having a very dependable partner in this very key area and thus took the plunge.

The way M/s Avon Solutions has gone about, be it in terms of Solution Development, Implementation or Staffing, has proved our faith in them fully justified. They not only understood the diverse requirements of Reliability, Improvisation, Back-up Planning, Robust Processes, Automation and efficiency of efforts and cost, but also have been flexible and nimble footed enough to carry out, on their own, regular R&D and come up with solutions tailor-made for our, ever-changing needs, always adding value.

Our mailrooms operations have undergone a total transformation in the last 7 years. Avon has been instrumental in not only keeping its own operations sleek and efficient but has consistently delivered to our Bank, much beyond expectations. They have consciously raised the bar for themselves and strived harder to deserve our trust everyday. Beginning with their services in 5 cities, they now operate across our complete network in India. The low rate of attrition amongst their staff is another very note-worthy feature. While their professionalism speaks for itself through the efficiencies that have been driven by them, their low attrition numbers also indicate, sound and employee welfare-oriented Organisation which values its employees.

It is an overall a Success Story and I have no hesitation in recommending their candidature for Service Excellence Award. For their exceptional Services they richly deserve an honour of this standing.



Anil S George  
Head Procurement and Operations,  
SS&CRES, South Asia

Sept 23, 2005