



Synektik

Warsaw 07-09-2018r.

REFERENCE LETTER

On behalf of Synektik S.A. I would like to provide a reference letter for Centuran Consulting with its registered office in Warsaw at ul. Górczewskiej 156 lok. 32, regarding works on a full implementation of OTRS.

The project involved a joint functional and implementation analysis, installation of the system, parametrisation and the implementation of dedicated solutions.

What is also worth noting is a tool, which is not available in OTRS by default, i.e. a mechanism for generating PDF files on the basis of the notification data. Such a mechanism was built from scratch by the developers of Centuran Consulting, who met the specific needs and expectations of Synektik S.A.

The Centuran Consulting team proactively approached the needs of Synektik S.A. and tailored the solution, while overcoming the encountered difficulties and technical limitations of the standard version of OTRS.

In addition, Centuran Consulting specialists provided and ensured the maintenance of the test environment in which trial runs of the system and changes were conducted before their implementation in the live system.

The OTRS system is the basic tool supporting the daily work of Synektik SA's IT maintenance department. The success of the project prompts us to expand the system's operation by other departments of Synektik S.A.



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