

Date 10.09.2018 r.

Reference letter

ManpowerGroup Sp. z o.o. would like to express its positive opinion on working with Sidnet Solutions Sp. z o.o.

Sidnet Solutions Sp. z o.o., operating under brand Centuran Consulting, is our technology partner providing OTRS-related support and development services.

And all the works commissioned were carried out within several months, including:

- Change of views of process notifications for individual departments
- Implementation of dedicated OTRS modules
- Implementation of advanced permission settings for individual groups of agents
- Implementation of dedicated solutions supporting logics in complex process reports in OTRS
- Introduction of support of multi-level Service Catalogue
- Introduction of additional filtering in the column system in OTRS
- Modifications of the OTRS customer portal

A particularly important aspect of the cooperation was very high flexibility, openness and understanding of our needs. We definitely recommend Sidnet Solutions Sp. z o.o. as a reliable technological partner, mainly due to professionalism combined with personal commitment and sensitivity to individual requirements.

Signature



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Kapitał zakładowy 2.350.000 PLN

Date: 10.05.2018 r.

Reference letter

Sidnet Solutions Sp. z o.o., operating under brand Centuran Consulting, carried out works for ManpowerGroup Sp. z o.o. involving the implementation and adaptation of the management system for OTRS notifications for a group of several hundred users.

The works included, among others:

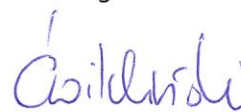
- Implementation of the latest version of OTRS
- Implementation of Process Notifications
- AD integration, including SSO together with the transfer of AD group permissions
- Adjustment of individual permissions for groups and users regarding accounting processes
- Dedicated modifications of OTRS

All works and further modifications planned for the solution developed were made conscientiously, on time and with the utmost diligence.

We value the business attitude of our partner, in particular professionalism and creativity in satisfying our needs.

We hold our cooperation with Sidnet Solutions Sp. z o.o. in very high esteem. We certainly recommend working with our partner to anyone looking for a reliable company that shares the same values as we do.

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