



## Head Quarters UP-112, Uttar Pradesh Police

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Date: August 12, 2024

### To Whom It May Concern

On behalf of UP-112, I am writing to extend our sincere appreciation for the exemplary work carried out by Sarv Webs Pvt Ltd in deploying the Contact Center Solution. Your team's dedication and expertise have significantly enhanced our operations and services.

We would like to acknowledge the following key achievements:

- DC-DR Deployment in Minimal Time:** The Data Center and Disaster Recovery (DC-DR) solution was deployed in minimal time, ensuring minimal disruption to our ongoing operations and demonstrating exceptional efficiency.
- Smooth Operation Post-Deployment:** Since the deployment, the system has been operating smoothly and efficiently, meeting all performance benchmarks and operational expectations.
- 24x7 Team Availability & Dedication:** Your team's round-the-clock availability and dedication during the deployment process and post-deployment support have been instrumental in promptly addressing and resolving any issues.
- Quick Issue Mitigation:** The ability to mitigate issues quickly has ensured uninterrupted service and high user satisfaction, further enhancing our operational efficiency.
- Customization to Department Requirements:** The successful customization of the product to meet our specific departmental requirements has ensured that the solution aligns perfectly with the operational needs of UP-112.
- Improved Call Quality and Reach:** The deployment has significantly improved call quality and reach, enabling more people to efficiently connect with UP-112 and enhancing the overall effectiveness and responsiveness of our service.

We appreciate the hard work and dedication your team has shown throughout this project and we look forward to continued collaboration and success.

Best regards,



(Shahab Rashid Khan)

Deputy Inspector General of Police

Headquarter, UP-112, Lucknow

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