

FROM: Daniel Pana – Advisor to President on MARCOM

TO: Whom It may concern

NR & DATE: 89- 00021/29.07.2019

SUBJECT: Letter of Recommendation

I hereby, Daniel Pana, Adviser to CEO in First Bank Romania, confirm that First Bank Romania has benefited from the services provided by Crystal System SRL and its below consultants within the Data Warehouse and Business Intelligence projects area, during the period 03.2019 – 07.2019.

Services delivered were: Business System Analysis within the Data Management and Business Intelligence. Here are detailed the performed activities

- Communicate and clarify business specifications with business users
- Analyze impact on the existing Data Warehouse and asses benefits and feasibility, of the business requirements
- Elaborate business requirements into functional and technical specifications
- Provide solutions to business issues and requirements, and adapt them to the existing Data Warehouse
- Provide estimations of the planned activities
- Coordinate the design and participate in the development and testing activities
- Document and update the functional and technical specifications
- On request hands-on training to business users

The resources involved as Business System Analysts:

- Mihai Zainescu
- Paul Panaitache
- Florin Agache

The services for the indicated area were a great success and this allow us to recom

Daniel Pana

