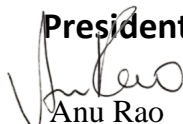


## Service Management Policy

iNovate Solutions' Service Management policy is to deliver services effectively, efficiently with best price-value equation for the clients.

It is the policy of iNovate Solutions to:

- Align the services to the customers' business objectives
- Provide the governance and framework to assure the quality of service to the customer.
- Build relationships with the customer.
- Adopt a pro-active strategy for customer management.
- Identify new business improvement opportunities for evaluation.
- Measure the quality of service (SLA) and process performance.
- Manage all changes in processes and procedures.
- Meet legal, regulatory and contractual requirements.
- Review the effectiveness of ITSMS regularly to ensure its suitability.
- Continually improve the service system in an ongoing and systematic manner.

**President**  
  
Anu Rao