

23 Sept 2016

To:
Whom it may concern:

RECOMMENDATION LETTER FOR QRT SERVICES

I take this opportunity to offer my unbiased review of the abovementioned organisation's staff and the products & services offered by them:

1) Testo Saveris Temperature Logger System

The abovementioned logger system was installed in the lab/office premises of CellResearch Corp Pte Ltd in October 2015. The system comprises of a 'base station', connected to a desktop/laptop installed with a temperature logging software. The base station in turn, communicates with loggers equipped with sensor probes which are installed in respective freezers and fridges in the lab premises. Temperature logs are performed 24/7 and this information is transferred to and can be viewed in the software interface.

Some typical features of this system, include alarm alerts via audio/visual signals and SMS generation. The SIM-card equipped base station is able to send SMSes to respective personnel to alert them of temperature-range breaches.

Parameters such as temperature logging intervals, initial alarm issue threshold period, alarm alert intervals, alarm response personnel escalation method, etc are very customizable as per user requirement. We have had a number of temperature breaches over the course of the year. With the SMS alerts, we have been able to respond timely and act accordingly to mitigate the issues associated with our fridges/freezers.

Overall, I deem the system as very reliable, user-friendly and convenient as per our requirements. The software is installed on my own work laptop and runs simultaneously in the background, with no glitches or hiccups and no hindrances to my daily tasks. Additionally, I can unplug the laptop from the base station and allow the base-station to be in stand-alone mode with no disruption to collecting data from the loggers (apparently, for about a year).

2) Organisation Staff

Our first impression of the QRT Services sales and engineering team was a very positive one. The willingness to go the extra-mile and definitely the product and technical knowledge were some attributes that convinced us to sought after their services.

Particularly, the service engineer, Mr. Derek Lim's service quality standards has been anywhere from immaculate to near-perfect. A very friendly, warm and patient person, Mr. Lim has been very responsive to all service calls and has provided expert trouble-shooting and advice in all instances.

In conclusion, I am very pleased with the logger system, which has enhanced the monitoring and measuring capabilities and non-conformity prevention strength of the quality management system.

I would, without any qualms, strongly recommend QRT Services for their outstanding customer care, knowledge, products and service standards, to any organisation wishing to engage them.

Thank you and best regards,

A handwritten signature in black ink, appearing to read 'Saravanan Sinniah', written over a light blue horizontal line.

Saravanan Sinniah
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CellResearch Corporation Pte Ltd

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