

## NetCracker Maturity Level 5 Appraisal: Highest Rating in CMMI Model

### Acknowledgement of Achievement

In 2011 NetCracker Technology received a Level 5 CMMI® appraisal from Carnegie Mellon University's Software Engineering Institute (SEI), building on the Level 3 rating it achieved in 2007.

Compliance with Capability Maturity Model Integration (CMMI) Level 5 — the highest in the CMMI model — confirms that NetCracker's Services Organization has demonstrated industry-leading project management, product integration, and process management capabilities.

The rating underscores NetCracker's long-standing commitment to utilizing proven, standardized methodologies to optimize organizational processes, ensure operational agility, and guarantee on-time, on-budget program execution.

### Outstanding Appraisal Results

The Carnegie Mellon SEI appraisal encompassed a major part of NetCracker's business and included a series of complex, global projects as well as an evaluation of the operations of more than one third of NetCracker's personnel.

NetCracker's CMMI Level 5 Rating confirms NetCracker's use of standardized, best practices to improve the development of products and services. Process standardization reduces risk during implementation, lowers deployment costs, and increases operational efficiency. Overall, NetCracker's process standardization reduces time, effort, rework, and defects, thereby reducing product, production, delivery, and support costs while improving product features and quality and — ultimately — customer satisfaction.

### Focus on Continuous Improvement

NetCracker places great emphasis on the continuous improvement and optimization of its business and operational processes. The series of CMMI appraisals that NetCracker has undergone, and which saw its processes evolve from Level 3 to Level 5, are indicative of the fact that NetCracker pursues constant organizational improvement and makes a point of adjusting its processes to the internationally recognized CMMI model.

### Process Optimization

At Maturity Level 5, an organization not only has a clearly understood set of standard processes (Level 3) and is capable of setting quantitative goals for operational quality and process performance (Level 4) — but more importantly — the organization is also focused on the continuous improvement of processes based on a clear, quantitative understanding of its business objectives and performance needs. NetCracker's conformance with CMMI Level 5, therefore, highlights the company's focus on continuous improvement and optimization of business and operational processes — as well as the significant value this generates for NetCracker's customers.



