

# Reference letter from Tenancy Deposit Solutions Ltd.

Tenancy Deposit Solutions Ltd. is a government-approved provider of tenancy deposit protection in the UK. Established in 2007, we have protected over 1.6 million deposits and have dealt with more than 20 000 disputes on behalf of 150 000 landlords and letting agents.

We started the large-scale partnership with Itransition in 2016, when we first required QA services applied to our web software products. We have been impressed with the results of their work and, when the business need for integrating our existing systems within a single unified tenancy deposit solution with the help of SAP Hybris arose, we added Itransition's development team to the project. We chose Itransition due to their proven technology expertise in SAP Hybris and a portfolio of projects in the finance domain, while also top quality deliverables and readiness to set up and manage communication and development processes and work for the good of our company demonstrated during testing activities.

We had several disparate systems, developed by different teams using various technologies. That's why we decided to integrate them within a single unified software solution that would have a coherent integrated environment automating the retail part of the business. After all, the business goals were improving the product efficiency and enhancing its competitiveness, reducing time to market, while adding a feature of making timely changes to the solution following legal regulations.

Itransition's team worked on SAP Hybris integration together with our onsite team. They plugged seamlessly into our development environment, quickly understood the specifics of our business and blended into our team.

As a part of the project, Itransition developed an interface for managing guaranteed deposits and disputes resolution. It has a large volume of specific business logic that takes into account the diverse aspects of creating and protecting deposits. The solution automates our key business processes such as management of the leased property, management of guaranteed deposits, protection of guaranteed deposits, management of disputes/artifacts and their resolution, etc.

During the whole project Itransition delivered full-cycle manual functional testing, cross-browser testing, web services testing, as well as test automation, thus releasing a high-quality solution and ensuring positive end-user experience.

Itransition has become our trusted technology partner with the ability to add value to areas of functional enhancement and quality assurance. We really appreciate Itransition's dedication, efficiency, and proactive approach, willingness to set up effective development and communication processes, ability to analyze, detect, and fix complex and challenging issues. Since Itransition's team excelled at utilizing their SAP expertise as a part of their full-cycle implementation, customization, and configuration offering, we are planning to grow the team and continue collaboration with Itransition in the future.

Sincerely,

*Peter Agathangelou*

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CTO, Tenancy Deposit Solutions Ltd.