



Chief Executive Officer
The Islamic Corporation for the Insurance of Investment
& Export Credit (ICIEC)

Ref. ESK/MD 23:008
Date: 9th of March 2023

ICIEC TAKAFUL System Project

Dear Mr. KAISSI,

السلام عليكم ورحمة الله وبركاته

Thank you for your letter dated the 8th of March 2023. I would like on behalf of myself and all my colleagues at ESKADENIA Software to wish you and all our brothers and sisters at ICIEC a blessed holy month of Ramadan and may God bring you peace, prosperity and joy all through this auspicious time.

I would like to assure you that we had a large and very competent team working on the stability of the remaining contracted systems that have not yet passed the UAT. The team worked diligently in the past two months and the Credit Insurance System and Portals have reached a really good level of stability to restart the UAT process.

We conducted the first orientation session last Tuesday but we had unfortunately a few unexpected issues in the Access Authority and Global Landing System not the Credit Insurance. These issues can be quickly fixed and the team will then be ready to resume the orientation sessions.

Our team strongly however believes that this or any other given software project will have a great chance of success only if the scope is controlled and additional requirements are delayed until after an agreed scope is delivered and accepted. I have repeatedly mentioned this fact in many of my previous letters to your good self and our staff have also stressed on this point throughout the past four years.

The orientation session held last Tuesday witnessed however yet another discussion with the ICIEC IT team on additional requirements that according to our staff were not part of the project's scope. This unfortunately caused some discussion as this could result in yet another delay which both parties do not certainly desire. Our position as stated in previous letters and as agreed by the ICIEC management is that the only way to control the quality of the systems is to freeze all new developments requested by ICIEC Business Users and focus on the agreed scope until we go live.

We very much welcome your visit to ESKADENIA on any date and any time before or during the holy month of Ramadan. We are sure that we will all discuss, in a positive manner, how we can expedite the UAT process of the few remaining systems and go live as agreed in the middle of this year.

I would like to state again that our objective is to find workable solutions for both ICIEC and ESKA as we strongly believe that we truly are at the end of the project.

We assure you that ESKADENIA will always cooperate with ICIEC for the best interest of the project.

Yours sincerely,

Nael Salah
Managing Director

ESKADENIA Software

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