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**FEEDBACK****about the work of IT Professional Solutions Mid East FZ-LLC on the implementation of the project "Provision of Comprehensive IT-Services" in LUKOIL Mid-East Ltd.**

Since 01.05.2013 to 30.04.2015, IT managers, consultants and IT specialists of IT Professional Solutions Mid East FZ-LLC (hereinafter ITPS Mid East) are engaged by LUKOIL Mid-East Ltd. (hereinafter the Company) under Service Contract on IT Services Provision No. CY-13-8015-0067 dated 28.04.2013, to implement the project "Provision of Comprehensive IT-Services".

Within the scope of this project, a team of qualified specialists from ITPS Mid East renders the services on the support of business applications and general system IT services.

The key goal of the project is to provide for the uninterrupted operation of IT services and business applications according to the requirements of the Company, compliant with its business processes to improve manageability, effectiveness and prompt decision-making.

The consultants and IT-specialists of ITPS Mid East render the following services:

1. In the area of the support of business applications, included into the Integrated Management System of the Company:

- Support of business applications:
  - Oil and gas assets management system (OGAMS);
  - Enterprise Resources Management System on the basis of SAP/R3;
  - Integrated Document Management System (IDMS on the basis of LiveLink);
  - Data Warehouse – Immediate Reporting Information System;
  - DashBoard;
  - Corporate Portal;
  - Automation Systems Complex (ASC).
- Administration of business applications.

2. As a part of rendering the basic services on the support of general IT services functioning:

- Support of infrastructural systems;
- Support of telecommunication systems;
- Support of video-conferencing and multimedia systems;
- Support of users' automated workplaces;
- Processing of user requests for IT-services (Service Desk);
- Support of IT security.

To date, in the process of rendering the services, the highly qualified team of ITPS Mid East professionals have demonstrated deep understanding in the area of the Company's business processes and IT, as well as mobility and efficiency.

LUKOIL Mid-East Ltd. takes this opportunity to express its gratitude to ITPS Mid East as a highly qualified supplier of comprehensive IT services for the efficiency and reliability in the execution of their tasks.

The Head of IT and Telecommunications Division



S.G. Kotov