

May 15, 2013

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that **Mr. Pritam Sharma** has been part of our '**R&D team**' as an "**Intern**" since January 2, 2013.

Pritam has successfully completed his internship on the topic '**Fix Automation in a Customer's Environment for the Sustaining Promotion Process**' under the efficient guidance of **Rekha Dongre**.

We wish him all the best in his future endeavours.

for **Software AG Bangalore Technologies India Pvt. Ltd.**

A handwritten signature in black ink, appearing to read 'Shanthi Narayanan'.

**Shanthi Narayanan**  
**Manager – Human Resources**

## ***CERTIFICATE***

This is to certify that **Pritam Sharma (CSM10016)** has prepared the dissertation report entitled "**Fix Automation in a Customer's Environment for the Sustaining Promotion Process**". This work was done under my supervision and guidance.

The dissertation is the result of their effort and endeavors and is found worthy of acceptance for the award of the degree of **Master of Computer Application**.

Date: 30.5.2013

Place: Tezpur University



Dr. Nityananda Sarma,  
Professor,  
Dept. of C.S.E.  
Tezpur University

## ***CERTIFICATE***

This is to certify that **Pritam Sharma(CSM10016)** has prepared the dissertation report entitled "**Fix Automation in a Customer's Environment for the Sustaining Promotion Process**". This work was done under ~~my~~ supervision and guidance of **Dr. Nityananda Sarma.** *and Rekha Dongre.*

The dissertation is the result of their effort and endeavors. The dissertation is found worthy of acceptance for the award of the degree of **Master of Computer Application** in **Computer Science and Engineering.**

Date: *01.06.13.*

Place: *Tezpur.*

*U Sharma*  
*01.06.13.*

**(Dr. Utpal Sharma)**

Professor & HOD,

Dept. of CSE, Tezpur University

## ***CERTIFICATE***

This dissertation entitled "**Fix Automation in a Customer's Environment for the Sustaining Promotion Process**". submitted by **Pritam Sharma** in partial fulfillment of requirements for the degree of **Master of Computer Application (MCA)** of Tezpur University has been examined.

*Dinesh Dash*

Internal Examiner

Date: 01/06/13

Place: Tezpur University, Tezpur

*PK Sharma*  
01/06/2013

External Examiner

Date:

Place:

## ***DECLARATION***

I hereby declare that the dissertation work entitled “**Fix Automation in a Customer’s Environment for the Sustaining Promotion Process**”, submitted to the **Department of Computer Science and Engineering, Tezpur University** is prepared by me and was not submitted to any other institution for award of any other degree.

Date: 01, 06, 2013

Pritam Sharma,

Place: Tezpur.

## Acknowledgement

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A major project is a golden opportunity for learning and self-development. I consider myself very lucky and honored to have so many wonderful people lead us through in completion of the project.

My grateful thanks to Mr. Thanikachalam Subramanian, Mrs. Rekha Dongre, Mr. Kishan Bhadra who in spite of being extraordinarily busy with his duties, took time out to hear, guide and keep me on the correct path. I do not know where we would have been without him.

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Last but not the least there were so many who shared valuable information that helped in the successful completion of this project.

Pritam Sharma