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**To Whom it May Concern,**

Allianz Business Solution is shared service center organization delivering business, application and infrastructure services for Allianz entities eight countries of CEEMA region. In 2012 we were looking for methods or tools that would improve our services, allow for effective management of customer requests and increase visibility of projects' status and progress. We considered the potential of Agile methods, and in October 2012 we've involved in our discussion Tomasz Wykowski, who was recommended to us as an Agile coach and trainer.

After analyzing the situation, Tomasz recommended us to start with Scrum training and piloting it with one team. Together we've prepared Scrum rollout plan, selected pilot team and taking into consideration other dependencies, we've decided to start early January 2013. Tomasz provided us with excellent Agile training, which was well received by all participants. Right after it, with Tomasz support, we've started pilot project. For the next three months Tomasz was on-site helping both pilot team and with change project on organization level. With his insights we were able to address number of issues, create single Product Backlog, clarify priorities, increase transparency of projects' progress, improve communication, collaboration and knowledge sharing between team members. New approach was well received by pilot team members as they've emphasized good team work and increased team spirit.

I've found Tomasz to be a great observer. Giving us possibility to try different things, he was quite obsessed with keeping to Scrum rules, which sometimes led to hard decisions. He was able to work efficiently with everyone involved, including management, new Scrum Master, Product Owner and team, and our customers.

We've find pilot to be successful and decided to continue practicing Scrum methodology in our company.

I can wholeheartedly recommend Tomasz as an Agile trainer and Coach, and I hope, that in the future we will be able to work together again.

A handwritten signature in black ink, appearing to read "A. Lantner", with a long, sweeping underline that extends across the page.

Adam Lantner,  
*Chief Information Officer*  
*Allianz Business Services*