

Date: June 3rd, 2024

To Whom It May Concern,

This is to certify that Yugasa Software Labs Pvt Ltd, with its registered office at 201, Bhawna CGHS, Sector 43, Gurgaon - 122002, has been providing services for the development and implementation of a WhatsApp Business API Solution and AI-enabled chatbot for support automation at Narayana Hospitals (NH).

The details of the project are as follows:

Project Title: Development and Implementation of WhatsApp Business API Solution and AI-enabled Chatbot for support automation

Project Scope:

- Integration of WhatsApp Business API with NH's existing systems
- Development of AI-enabled chatbot for patient interaction and support management
- Multi-language support including English and regional languages
- Real-time response and query resolution for patients
- Continuous support and maintenance of the chatbot system

Project Duration: September 30th, 2022 to Present (Ongoing)

Project Value: The total value of the project till date is INR 30,35,605, and the project is ongoing.

Performance: The services provided by Yugasa Software Labs Pvt Ltd have been satisfactory and met the project requirements as per the agreed scope of work. The chatbot solution has significantly enhanced patient interaction and support management for Narayana Hospitals.

We are pleased with the ongoing support and technical expertise provided by Yugasa Software Labs Pvt Ltd and look forward to continuing our collaboration.

Should you require any further information, please feel free to contact us.

Authorized Signatory:



Rahul Poddar  
Country Head Martech  
rahul.poddar@narayanahealth.org

**Narayana Hrudayalaya Limited**

CIN: L85110KA2000PLC027497



261/A, 2nd Floor, Bommasandra Industrial Area, Anekal Taluk, Bangalore 560099  
Tel +91 80 7122 2636 | Fax +91 80 2783 2648

**Registered Office Address:** 258/A, Bommasandra Industrial Area, Anekal Taluk, Bengaluru - 560099



Appointment  
**1800 309 0309**



Email:  
**info@narayanahealth.org**