

Janus Henderson Investors
151 Detroit Street
Denver, Colorado 80206
USA
(303) 336-4000
July 18, 2019

United States Citizenship and Immigration Services
Re: PERSISTENT SYSTEMS INC.

TO WHOM IT MAY CONCERN

We write this letter to confirm an ongoing 'Master Services Agreement' (MSA) for provision of Specific Information Technology & Computer Services with Persistent Systems Group (Persistent). Pursuant to the MSA, we enter in to specific work orders for provisioning of high-end software/ IT Consultancy services on a per need basis, from time to time. These services and projects include, inter alia, data migration, system analysis and programming, Appian BPM Design and implementation, interact with customers and team members, Create application distribution containers, documentation and release planning activities, customizations, and application support.

The requirement for the position is a bachelor's degree or equivalent work experience in Computer science, Computer Information systems, Electrical Engineering, Computer Engineering.

Please note that because of the sophistication of our computer systems and software needs, our company does not hire IT consulting professionals, unless the individual possesses at least a bachelor's degree or its equivalent in engineering and computer science and the necessary competencies for the requisite job. It is my understanding that all the computer software professionals, functional consultants and subject matter experts who will be assigned to our project by Persistent will have the same/similar educational qualifications.

Rajasekhar Hasti employee of Persistent systems will be performing Appian Design and Implementation duties on this Project, Global Client Onboarding and Engagement (GLOBE), for Janus Henderson using Appian BPM Suite tool.

Janus Henderson Investors

151 Detroit Street, Denver, CO 80206
T (303) 336 4000

janushenderson.com

Janus Henderson Distributors

The specialized job duties are outlined below. Currently, we have issued a work order for 12 months. But we anticipate the need of his services to go beyond that time to approximately 2 to 3 years and subject to continuous business necessity, successful performance evaluations, and continuation of the agreement between Persistent and Janus Henderson.

Mr. Hasti will perform below mentioned specialized job duties:

- Define a scalable and flexible Technical Architecture for the GLOBE project which not only automates but also improves the efficiency of the business functions for a single digitized centralized application.
- Design conceptual work-flows and interactive user interfaces based on requirements gathered and implement quick Proof of Concepts for proposed technical solutions.
- Design and build intuitive, reusable Appian interfaces using SAIL forms, BPMN work-flows, record dashboards, tempo reports, custom datatypes adhering to Appian best practices and recommendations.
- Design and highlight the connectivity capabilities of Appian by building integrations, which connect the existing Janus Henderson enterprise systems with Appian for business intelligence to transform data into meaningful insights to take decisions on the approvals in the onboarding process.
- Review process models, SAIL forms and Appian objects, recommend updates to optimize them to increase security, efficiency and performance, reduce load times and KDB memory prints, minimize integration services wait times and error handling (retry or fall-back) mechanisms in case of timeouts or safeToRetry (transient) exceptions
- Determines implementation best practices for GLOBE applications/modules which includes but not limited to backward compatibility, avoid race conditions, multi-instance creation for a single work-flow, safe termination of long running relation action instances using exception timers etc.
- Create complex SQL queries, stored procedures and views to persist business data and increase performance by moving data processing load from Appian to database while keeping the business logic and Enterprise Systems interaction with Appian.
- Acts as the thought partner for designing by applying Appian features in a way that best represents the business domain
- Provide inputs to junior developers about the coding practices and application knowledge.
- Train new team members with the application knowledge and provide them needed support.

- Review code changes made by junior team members and make sure they are coded as per standards.
- Work with Janus Henderson Appian Architecture team on complex technical requirements and deliver reusable assets to integrate with existing and external systems
- Participate in Scrum Agile ceremonies (3 weeks sprint) and help the Product Owner and Business Analysts in writing effective user stories, improve the quality of the backlog and estimate user stories.
- Create / review Appian application distribution containers (patches) and environment specific configuration scripts for software distribution to development, test, acceptance and production environments.
- Create / review operating procedures, pre & post deployment steps to help application and release management teams to deploy Appian application distribution containers and custom Appian plug-ins in higher environments
- Work with Scrum Master, QA and Technical teams to plan release schedule (Development, Test, Acceptance and Production environments) for each delivery cycle, create/review intake forms for planned deliveries and work with Release Management team to execute the scheduled deployment plan.
- Analyse business critical bugs reported in production with the help of system analysis tools like Splunk, Appian Process Instance Monitor and provide a quick turnaround so business function is unimpeachable.
- Create and review run-books for production support teams to resolve frequently observed technical glitches in the Appian platform.
- Work with Appian's Centre of Excellence group on potential performance and scalability issues in the Appian platform and come up with a quick turn around on such critical items.
- Perform risk evaluation of production incidents and work with Product owner to prioritize incidents

Mr Hasti will be expected to work 40 hours per week and will work from both our office at 151 Detroit Street, Denver, Colorado 80206 and remotely from his residence (when required) at 870 Elmsbrook Lane, Alpharetta, Georgia 30004 to perform above mentioned specialized job duties.

Mr Hasti is not employed by Janus Henderson Investors and Janus Henderson does not have right to assign Mr. Hasti to another project, location, company as part of this assignment.

Janus Henderson also is not responsible for hiring, discharge, promotion, demotion, remuneration or any other incidents of his employment.

Persistent Systems at all the times has the ability assign additional duties to Mr. Hasti and will review the performance during the assignment.

Persistent Systems shall be responsible for the payment of salary (with any applicable taxes and benefits) to Mr. Hasti.

Persistent Systems will also be responsible for the terms of Mr. Hasti's assignment, and shall be directly managed, controlled and supervised by their own assigned Manager.

Should you have any further clarifications please contact us.

Yours Truly,



Chasity Davis
Head of Workflow & Collaboration Development
Janus Henderson Investors Group PLC
151 Detroit Street
Denver, Colorado 80206
Phone: (303) 336-5030