



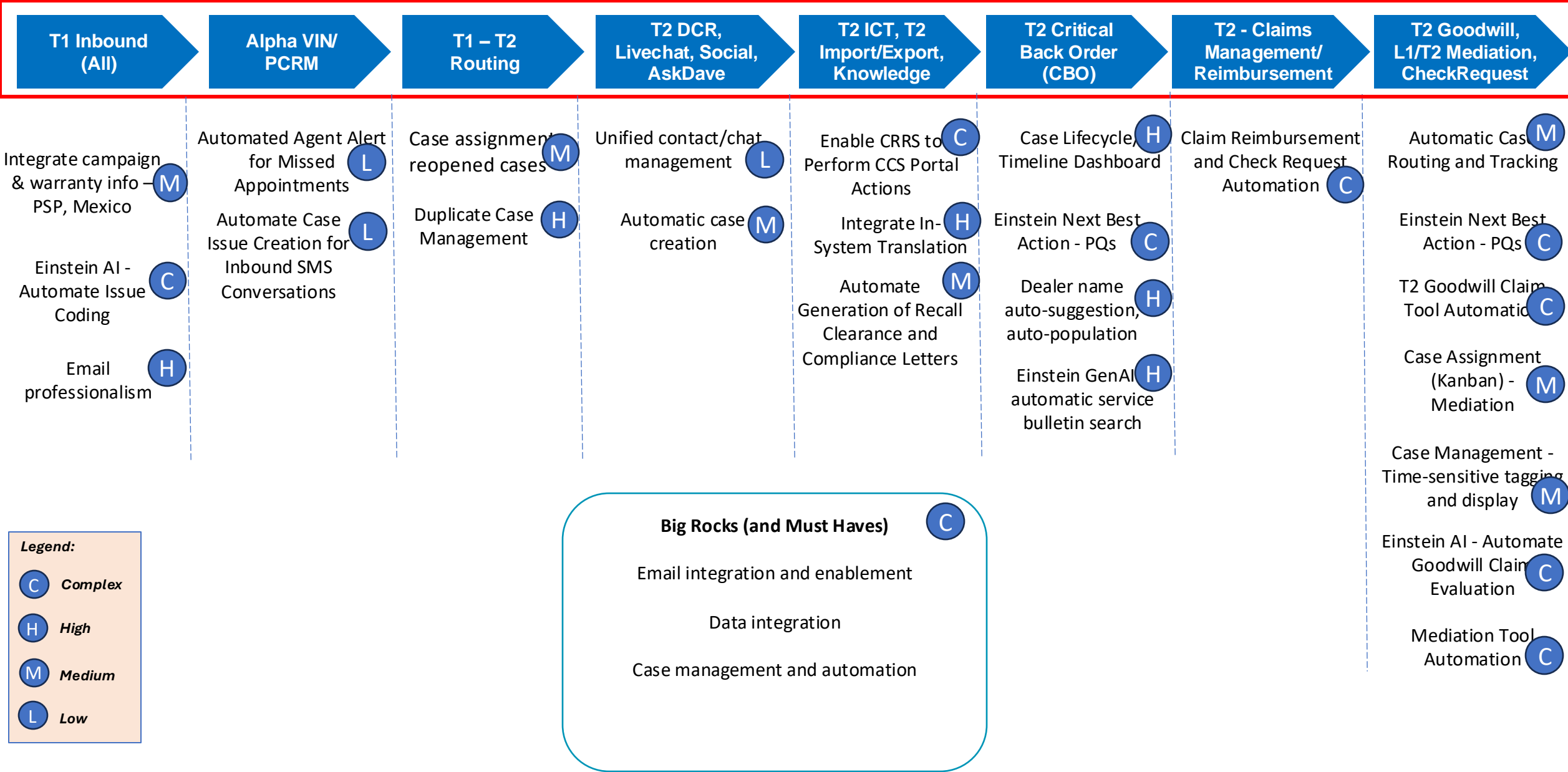
# CRRS Modernization

## Revised Scope and Cost discussion

March 6, 2025



# New Scope (Major Areas and Big Rocks)



# Effort estimates

- Adjust Timeline
  - Add 4 Development Sprints (12 weeks)
- New Scope (Priority 1, 2)
  - T1 Inbound
  - T1-T2 Routing
  - Mediation Tool Automation
- Big Rocks
  - Data Integration
  - Case Management Automation
  - Email Integration
- Einstein AI
- Customer Self-Service
- Next Best Action
- Import/Export, Knowledge
- Critical Back Order
- T2 Claims / Reimbursement
- T2 Goodwill, Mediation, Check Request

	Original proposal	Revised estimate	Net Change	% Change
Number of requirements	260	387	127	49%
Effort Hours	41360	64949	23589	57%
Amount in USD	\$ 2,200,000	\$ 3,454,643	\$ 1,254,643	57%
Blended Rate	\$ 53.19			

Process Flow	Count of NEW Requirements
T1 Inbound	13
T1 Inbound Mexico	11
T1 Inbound Powersports	8
PCRM inbound SMS	4
T1/T2 Routing	4
T2 ASK Dave	1
T2 Claims	6
T2 Case Mgmt reimbursements	5
T2 Critical Backorders	8
T2 Goodwill process	7
L1 Mediation	6
T2 Mediation	5
T2 Mediation Check Request	11
T2 Import-Export	8
T2 Powersports	17
T2 in car Technology	4
T2 DCR-Live Chat	7
Knowledge & Training	2
Grand Total	127

▷ R1 Development	Mon 3/24/25	Fri 9/5/25
Extended Development	Mon 9/8/25	Fri 11/21/25
Revised SIT	Mon 11/24/25	Fri 1/2/26
Revised Regression	Mon 1/5/26	Fri 1/16/26
Revised UAT	Mon 1/19/26	Fri 2/13/26
Revised Deployment	Mon 2/16/26	Fri 2/27/26

