Customer Integration and Support

**Customers Details**

1. POX All Customer
2. Sella SPM
3. Ferro-globe SPM
4. BT Worker service

**[1] Sella** **Integration Details (SPM)**

**[a] Import Procedure**

1. Organigrammi [cos import]
2. Risorse [user import]
3. Consuntivi Zucchetto per Progetto [Cost phasing import]
4. Board: ricavi [revenue cost account import]]
5. Board : costi [cost account code opex import]
6. Board : investimenti [cost account code capex import]
7. cespiti [ cespiti]
8. Elenco OKR[okr import]
9. Import Procedure Business Line and Responsabilità
10. Rate matrix Import Procedure type-11
11. Rate Matrix import procedure Resource Type-12

**[b] Export Procedure**

1. Macrofasi [ To export the task ]
2. Progetti [ To export the project]
3. Consuntivi [To export the timesheet]
4. Richiedente progetto [To export the project info]
5. Budget progetti – budget progetti [To export the project cost budget]
6. Consuntivi progetti [To export the project cost actual budget]
7. Legame OKR / progetti [okr] [To export the OKr]
8. Cespiti [To export the Cespiti]
9. Audit [To export the Audit]

**[c] Email Service**

1. Ditalio email sent
2. Cos Import Email
3. USER Import email to PMO and Local admin
4. Cespiti Email

**Current Activities of Sella:-**we have received a document for Cespiti changes for the import procedure, Export procedure, and Cespiti widget in the Sella application, we have shared the estimation to Federica after approval by GG sir we will start this activity.

**[2] Ferro-globe Integration (SPM)**

1. **Cost Import: -** The integration part of the ferro-globe is the cost import, currently there is not any support ticket.

**[3] Axa integration (POX)**

1. Supplier Time Tracking
2. Document Management
3. Project Import by hook

**Current Activities of AXA: -** we have received two activities from AXA, please find the below details.

1. **New Service Request of Gantt Changes:** - we have received a document from Armando sir and have estimated the activities, after confirmation from Armando sir we will start this activity.
2. **VA/PT Modification:** - we have received a document from Armando sir and have estimated these activities, but the customer has **on hold** these activities.

**[4] Noventi (POX): -** This is the POX version we are handling the support ticket, currently there is no support ticket.

**[5] TRYG (POX): -** This is the POX version we are handling the support ticket, currently there is no support ticket, AS per my understanding an average of 1 support request is received daily.

**[6] BDI (POX): -** The BDI is a different version of POX**,** currently there is no support request.

**[7] CS (POX): -**The CS has a different version of POX, currently there is no support ticket.

**[8] BT WORKER Service: -**This is another service of Nestle BT Customer. There is no support ticket.