

# US Markets Delivery Watch List by BU (Weekly update –15/07/2024)

RED Txt - Summary is included in Finance M-Review  
Grey Text - Reason for addition  
*Italics – key pursuits*



## CPRS

- **Darden POS Upgradation (C&CA)\* Complex Engagement-** Sprint 63 is in-progress. Regression Cycle 2 has commenced from 07/04. Delay in completion of few functional features had a spillover effect on the schedule for Regression Cycle 1 and subsequently has crunched the schedule for Cycle 2 now. Targeting to deploy a production-ready code by 07/30.
- **MSC ERP SYS INTE-Bundle 2 (SAP) Customer Dissatisfaction-** Current Bundle 2 engagement for S4 implementation terminated by MSC with effect from 06/26.
- **Subway DevOPS (C&CA) Customer Dissatisfaction, Delay in Delivery-** Started the engagement by taking over from HCL in Dec'23 but not able to find onsite resource with right skillsets in Azure/Terraform. 3 out of 5 resources have resigned. We have two replacement candidates who have joined so far. One more offshore and one onshore position is pending to be fulfilled. Regular staffing updates and work demos are being made to manage client's sentiment on our work.
- **Disney\_WMS Implementation\_DLP (Invent)\* Scheduled overrun-** Go Live date pushed from Jun-24 to Nov-24. Client has now requested to plan for 1 warehouse GoLive in Nov-24 followed by 3 months of Hypercare and the second warehouse to Go live in 2025. CG France is now managing the stakeholder relationship & discussions on converting the existing contract to a T&M contract from July-24 is positive. Negotiations are in progress and meeting scheduled in the week of 07/15 for presenting the revised nos.
- **Bloomin\_Restaurant & Infra Support(C&CA & CIS) Customer Dissatisfaction -** Customer and Capgemini delivery teams are collaborating well. Focus should continue on (1) executing the revamped incident handling processes (2) knowledge management (3) measuring training effectiveness of the agents.
- **CVS Health (BSV) Pending commitments –** Client raised concern on the ticket closure on lock commitment in Nov-23 to Jan-24. Team worked on the improvements and focused on various action items including process improvements, client expectation setting, resource changes etc to improve on the commitment beyond 100%. The same is achieved for last two months and now Team also got confirmation from client for us to increase the lock to 130%. Team working towards increasing the resource load to manage the same.

## R&ET

- **Hexion (Multi Tower- ADM/ CIS/ BSV) Customer Escalation -** Hexion CEO engaged a third-party agency to conduct audit of IT services who provided feedback with respect to service quality, resource staffing, continuous improvements and governance. Actions include targeting a new solution (CIS/ADM) demonstrating new ways of working, building connects with Advisor etc. Discussions on with new CIO on Capgemini's progress. Key actions coming out of HEXION CIO India visit includes metrics tracking, identification of India based DE from CIS, higher focus on retention of key resources/ ODC for team etc.
- **Baker Hughes Columbus (Engg/C&CA)\* Complex Engagement-** Escalated due to fulfilment and penalty issues and non-standard staffing resulting in financial issue. No CPI misses from March'24. Improvement in SOW and delivery - WIP. Total 16 pending demands. Negotiations with customer underway to change commercials related to penalty including productivity. Targeting to have a new contract effective July to replace current extended contract. CR submitted to customer to remove low margin Cyber from scope, committed bench etc. to help reduce overall financial burden for H2 2024.
- **ConEd (Multi Tower-ER&D/I&D/Testing/Invent) Delivery issues -** Delays in Asset Management and Safety Maximo programs – including customer escalations in Optix and Sherpa projects. OptiX and Sherpa – Project split into 2 phases with 3 applications Go-live in Sep-24 and rest in Nov-24. SIT 1 in progress with 60% execution done vs 90% planned. Staffing to meet the revised plan is critical. Niche vendor being added to cover some of the scope. Overall recovery plan underway with support of ERD/ I&D practice. For Optix and Sherpa about 450K\$ impact is anticipated. Financial impact for GBL is still being assessed. Cworx – Go-Live date moved to Aug-24, CR being negotiated.

### Legend:

■ Red-14 ● Amber- 3 ● Yellow- 3 ● Green- 1

## Technology, Media & Telecom

- **Autodesk (CIS) Contract issues -** Working with Group IT on consuming the Microsoft commitment. Discussion with Group Procurement and Group IT Enterprise Architect in progress and looks positive.
- **T-Mobile DRE\_2024 (DCX)\* Customer Dissatisfaction –** Client escalation on our program management performance . Delays and complexity by client decisions resulting into Invoice Delays. Negative DVI of 517K. Re-planning with client defined, acceptance underway. CR1 has been signed and working towards getting a new CR for recent scope changes.
- **WBD\_BSV(BSV)\* Customer Dissatisfaction –** Legal notice received for insourcing 31 FTE's from Collections. Team expected to extend in full strength till Dec-24. Attrition mitigation actions currently underway. Direction from BU to create a compelling & aggressive proposition with a run rate of ~\$21M for 18 Months, contrary to the current run rate if ~21M/Year (technically 6 Months of discounted/free services through cost savings)

## MALS

- **ABB\_NA\_AMS\_FP\_2023 (SAP)\* Solution issue-** Appreciations from Torque team for successful quarter close. Backlog is under control - especially good action to reduce SD backlog in Torque. CR for Torque 24/7 support, CMIP plan & resolutioning is WIP.
- **Volkswagen GoA\_Incentive Optimizer (Invent) Delay in Delivery -** R1.2, detailed plan prepared for all features. Development & Testing in progress, R1.2 requirement freeze .UAT completed. Go-Live date TBD for final deployment for entire Product. Optimizer is complex and AWS setup done for VW. De-aggregation added by VW.
- **SBD IBP implementation (SAP, Invent, I&D)\* Complex Engagement-** Detailed project plan created. Presented revised plan and CR to the key customer stakeholders. Awaiting feedback.
- **Honeywell HCM Implementation and Integration (Oracle) Resourcing Challenges-** Design Workshop for Phase1a scope is in-progress. Enterprise Structure & Work Structure design topics signed-off by client. ORC (TA) module read-out completed. PeS bridge components build in progress. Benefits Integrations components build started. Mock 1 Data Migration (with sample data) for Core HR & TA for 6 countries in-progress in HON Dev instance.
- **Guerbet\_SAP\_S4\_ROLLOUT\_Ph1(SAP)\* Delay in Delivery–** Pre-UAT closure is in sight and target is 07/21. 98% UAT data uploads have been completed, 2 objects remaining. A mock has been added to ensure that the risk is low for subsequent loads. Leadership level connects in place to review progress and advise resolutions / path forward.
- **SBD\_HRO (BSV)\* Customer Escalation -** Completed command center walkthrough with SBD client. Waiting for feedback and schedule for COE presentation. Follow up call to clarify SBD's concern on IT dependency cases completed. SBD to confirm on the exception approval. SOW with CG's updated on the responsibilities for R&O and WFA shared with SBD.
- **CSL BEHRING-Project Shape(Multi Tower)\* Complex Engagement-** CSL Finance Business Owner visited Bangalore location to meet the ATR team, the meeting was good, and lot of appreciation was received for CG and ATR team. CSL Year-end activities was successfully completed with no blockers. Project Unify RFP is received and response is due by 07/24.
- **3M Spinco Infra RUN (CIS)\* Delivery & Go-live readiness issues -** June SLA report shows 1 miss that is pending exclusion through exception request to customer. 30-60-90 performance improvement plan continues to progress and driving closure of items with customer; additional items being added by customer. Staff reduction per CMIP continues reassessment for proper timing given current pressures on performance and customer satisfaction.

## Sogeti

- **Follett-ADM & ITO (APPS,CIS)\* Complex engagement –** Rush prep is continuing. Client continues to deliver on their commitment to pay \$400k per week to make progress on their overdue invoices. Dispute regarding Infrastructure termination is not yet resolved. Meetings between respective legal counsel are occurring.

\*Programmes Providing Updates for this week  
Date format – MM/DD