**Assumption Slide**

Let me take you through the assumptions which have been considered for devising the High level Plan and other programme activities.

1). Before the formal kick off of the migration program, the initial assessment has been done by Cybersource establishing the feasibility of the solution. And further to the signing of the SOW,

a). the PO/budget has been released

b). License/subscription agreements etc have been put in place

2). Largely, the programme scope is integrating merchant’s ERP/CRM system with the new Payment Mgmt system on AS-IS basis. No new functionalities/features would be activated as part of the migration programme.

3). The activities/Change Mgmt with the merchants would not be in scope of Cybersource ownership directly. However, Cybersource would act as a consultant to Infinity Corp from E2E Project Mgmt and creation of training & Change Mgmt material/plan for all parties.

4). All existing partner ecosystem of Infinity Corp is already supported by Cybersource software. Ready-to-use integrations available in the software.

5). Infinity Corp’s commercial contract with the legacy provider (ABC payment system) is based on ‘per transaction’ method. This assumption will help showcase savings realised from the adopted migration approach.

**Agenda Slide**

Now, changing the gears and kicking off today’s presentation, we at Cybersource extend a warm welcome to you all. I, Shilpa Narang, am going to be leading this programme from Cybersource end, in very close collaboration with colleagues at Infinity Corp. Today’s agenda would revolve around:

1. Presenting the guiding principles of this program in terms of Vision and Scope
2. We’ll then have a quick look at the proposed Migration Strategy & High Level Plan
3. To secure the Project lifecycle, we’ll have a little discussion on the Handshake scenarios, High level Go-Live considerations, and overall Governance aspect of the program – stressing upon the Reporting, Risks, Change & Communication.

**Partnering Infinity Corp’s Vision**

Our program would revolve around the foundation of establishing a long term partnership with Infinity Corp, resulting in your business and financial growth enablement via the activation of Cybersource solutions.

Being the industry leaders in providing Payment solutions/services, Cybersource is a natural fit for your business aspirations.

**What’s in Store for you**

What I meant from ‘being a natural fit’ is that – our solution encompasses the true sense of becoming a globalised business by benefitting from our own coverage across 190 countries and vast payment channels. The Modular framework further helps in accelerating the digital transformation through seamless payment experience. And the whole digital experience also stands at the strong pillars of Information & Data Security, and Legal Compliance requirements.

**Project Charter**

A glimpse on the Project Charter. We are calling out the Objective of the program as Migration of Payment Mgmt System, along with some inclusions of Scope and Deliverables.

The Scope largely highlights the needs of having a seamless migration with Zero business disruption, secured payment flow covering Data integrity & privacy. The migrated payment system should additionally support customer information management, fraud management, compliance with PCI and advance reporting.

Deliverables are in-line with the agreed scope.

Key stakeholders as per initial understanding would be

1. IT team of infinity corp handling Merchant’s data and ABC payment system.
2. Program & IT Team of ABC payment systems
3. All existing & potential Merchants of Infinity Corp
4. Existing partners (i.e Various Payment Method channels &Payment Networks) of Infinity Corp
5. Issuer Banks

I will take a pause and see if you may have any questions for me till now.

Moving to the core of the presentation - I would be covering the Migration Strategy in three folds. Presenting the high level strategy in this slide which is the amalgamation of Big Bang, Parallel and Iterative cutover. The main migration approach revolves around Big Bang cut over for various payment types like cards, digital wallets and other payment methods. However parallel processing would start for data migration. Post the cutover, for a certain duration, synchronization with legacy payment system would be maintained as a mitigation for any failure.

And iterative plan is made for geographies across APAC. We would start with South Asia, followed by North Asia, South east and finally Middle East. This division is considered based on the assumption ----------------------------------------------------------------

Big Bang cutovers are for Payment Types – Cards, Digital Wallet and Other Payment methods. While in parallel, additional features of Tokenization, Authorization, anti-fraud solution would be getting integrated. Iterative Plan is for different geographies across APAC.

Synchronous Strategy is mainly

**Handshaking Scenarios**

While we lay down the principles of project approach and migration plans, one thing which we must keep into consideration for Detailed Planning is the constant bridging of information between Infinity Corp and Cybersource teams. And to have a plan around the same would also ensure that the availability plans can be made by individuals accordingly. As both the teams collaborated in the Pre-assessment phase to draw the scope and viability guidelines, the same association would continue across the project lifecycle.

In the phase of Readiness Assessment & Planning, we would need to agree on the schedules, dependencies and SLA’s. During the Actual Migration phase, we’ll have to start rolling out the Communications, Change Plans, Simulation Runs with you and your team in the driving seat. Towards the Steady state phase, while we would ensure a stabilised migration outcome, we’ll need your sign-off’s on achieved milestones and approvals for decommissioning legacy systems.

**Iterative Migration Plan**

Moving on, I would also like to give you a bird’s eye view on how the iterative plan will move ahead. Our team is working on the finer details of the plan as we speak, but this is to give you a fair idea of what to expect when we start the core migration.

We’ll follow the legend for the coloured boxes. On the top are the set of boxes depicting the Big Bang roll-out for the Authorization cut out in phases, and also sliced per the ‘Payment Method’. While this foundation is being readied, the Data Migration will kick in for Cards, followed by Digital Wallet, and finally concluding with all other payment methods. The roll-out’s are sequenced, but the preparatory activities are all happening in parallel.

The advantage offered by the approach is the efficient and fast-tracked go-to market.

**Project Schedule Plan**

This is another glimpse of the timeline plan covering the phases of the project for each region, and showing the interconnectivity between them as well so that the macro level activities like Monitoring, Risk & Change mgmt., and Communications are being injected and tracked at the right times throughout the project lifecycle.

Value Add

1. Derisk
2. Speed and agility
3. Learnings of previous into next
4. Financial savings
5. Zero business disruption

**Go-live consideration**

Well, Cybersource is committed to devise and execute a risk-free, well-organised and a cost-effective plan to guarantee Infinity Corp’s success in this programme. And to achieve what we aspire for, we’ll keep ourselves honest by asking these questions which you see on slide. This scrutiny and critical view will make us review all our actions and kick start failsafe mechanism wherever needed. Be it analysing the readiness of the System, Infrastructure and Interfaces, or evaluating if our people on ground understand the change and its impact fully, these checks will feedback constantly in our governance tracks to have the timely amends made, if needed.

**Governance & Change Mgmt**

We’ll incorporate a well-established governance process for the whole duration of the programme. We have identified all stakeholders at different levels of hierarchy, and their counterparts in our organisation have been mapped together. We’ll be running different forums at each level to ensure proper cadence and tracking.

1. The steerco will be run between the Bisiness sponsor/lead from Infinity and Programme lead of Cybersource, once a month.
2. The Engagement or the Project review between the Head of IT and our Program/Project Leads will be a fortnightly affair, covering project health, schedules and cost review, and discussion on roadblocks if any
3. The Daily huddle is for the IT leads to keep a check on all operational details
4. Not to mention the Push communications that would be sent to all Partners & Stakeholders on every milestone as per the communication plan. Idea is to keep them informed & at times involved in Dry run schedules, Post-Go Live Support etc.

Moving to next slide which is an overarching strategy for Change Management, this is also one of the most important activities that has to run throughout the entire program starting with why this change. Covering the challenges in the existing payment system and what kind of benefits would be reaped after the migration.

Underneath Change Management, impact of this change would be identified in detail and based on the various approaches like Training Plan, Tutorials etc would be implemented