



Avangate Technology & Support

Monthly Report – Jan 2017

Sandip Mohapatra, COO

Confidential – internal use only

avangate

www.avangate.com

2016 Q3 Board Meeting (Nov 30th 2016)

- Keep the business safe, manage the risk
- Run the business efficiently, spend carefully
- Focus on revenue growth, prioritize projects
- Tech Investment – approved
 - Details to be approved project by project
- M&A discussion continues

avangate

January 2017 Update

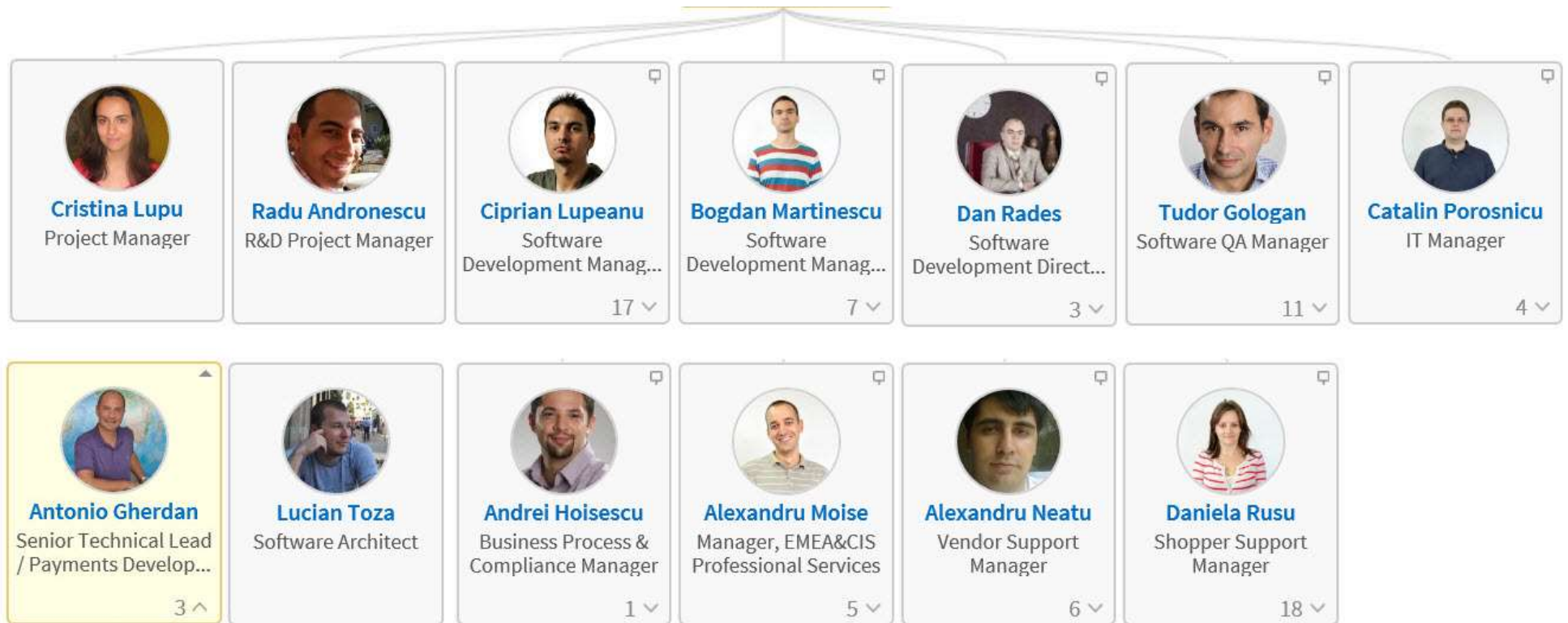
- Several risks are identified, to be mitigated in 2017
- Approval matrix and further spend analysis in 2017
- Several big projects to be completed in 2017
- Tech Investment – approved
 - Projects to be announced in February
- M&A : FP valuation & negotiation

2017 Major Technology Projects (What)

- A. [Risk] USA to be a replica of NL so it can act as active-active
 - A. Active-Active Shopping Cart [Bogdan]
- B. [Risk] RO-GTS to be a full failover.
 - A. Fail NL and USA to RO-GTS for 48 hours and back
- C. [Revenue] MeS, PSP, Cart, API + feature/functionality development
- D. [Revenue] Client Projects – on time delivery and time to revenue tracking
- E. [Platform Stability & Scalability] Technical Debt – Many phases

All projects will run in parallel and will go through the steps: analysis, design, develop, deploy, alpha-test(internal), beta-test (external)

The Management Team (Who)



Head Count

Technology

- Project Management [2]
- Platform Development
 - Core Platform [17]
 - Payments [4]
 - Integration [9]
- DevOps / Maintenance [8]
- QA [12]
- Infrastructure [5]

Operations

- Professional Services [6]
 - Sales Support
 - Solutions Architecture
- Vendor Support [7]
- Shopper Support [20+]
- Business Process & Compliance [2]

Additional Resources (Who : 93++)

- Hire consultants in Bucharest and Atlanta
 - Hire with “time to delivery” in mind
 - Six months duration (1st half of 2017)
 - If needed, contract will be extended for six more months
 - if we find some good resources, we may convert them to FTE
 - Consultants will be subject to immediate termination for under performance
-
- Replacements – opportunity to upgrade
 - Full-time : If justified

2017 Budget

Total Budget	\$4.6 million
Payroll	\$3.3 million
Meals	\$ 136,000
Training & Development	\$ 70,000
Travel	\$ 70,000
Entertainment	\$ 10,000
IT (Telco, Conf. Calls, Internet, Server Colo etc.)	\$ 340,000
Software	\$ 275,000
UK – Customer Support	\$ 360,000

Order of Priorities

1. Platform Production Issues

- a. Network down
- b. Website down

2. Production Defects

- a. High severity & high priority : Use revenue impact
- b. Top X clients (Revenue team will provide the names)

3. Client Projects

- a. Part of the scrum but release as soon as it is ready
- b. Daily tracking

4. Internal Projects

- a. Roadmap projects
- b. Other department projects e.g. Finance, chargeback etc.

Projects

- New Cart – parity of functionalities, self-service editors, new functionalities – 1 click ordering, SDK Cart API packaged
- US processing mitigation – MeS / other US processing
- Active-active (independent)– Ordering (API, legacy)
- Capacity for Customer commits – 20% ideally
- Auth rates optimization – RRT optimization, AMEX Checkout, EU account updaters, Retry logic, BIN optimizations
- Refresh UX / Guided control panel – Modern layout, Onboarding optimization, other UX requirements
- Subscription billing + - Upgrades / downgrades, Usage Billing+, trial & free-mium management
- Extension of MCC codes + packaged v.10 physical goods
- International expansion – new payment methods
- Internal automation – Reconciliation tools, Chargeback mgmt. optimization, Fake invoices automation

Projects

Growth projects:

- PSP packaged & productized (packaged also involves separation of products / services and selling to different segments)
- Commerce analytics – package Data analytics (Birst or Tableau Software) + predictive analytics
- Local processing – LATAM, India, APAC
- Channel Manager re-architected + Reseller Network

Technical debts project

THANK YOU

avangate

www.avangate.com