Capgemini

KPMG FOT – Town Hall

May 2022

Agenda

Action Description	Speaker	Time
Journey So Far – Roadmap view	Siva	5 Mins
Org structure	Siva	5 Mins
Accomplishments – key milestone crosses	Sneha	5 mins
Significant improvement	Rohit & Pruthvi	10 mins
Hackathon kick off	Mithun	10 mins
Upcoming projects / intake	Siva	5 mins
Rewards & Recognition	Sonali	5 mins
Client Appreciation – Wall of fame		2 Mins
Q&A	All	10 Mins

FOT AM , a collaboration with Digital Nexus to provide a robust end to end support and enhancement model for KPMG Engage users

THINKING DIFFERENTLY
Joint development of the next chapter of KPMG Front Office transformation together with bold ideas and innovative thinking…

KPMG's Vision
KPMG wants right teams in place to support the users of new KPMG Engage platform which will help for driving near term adoption of KPMG's new capabilities/tools and set the foundation for realizing value of FOT vision through continued evolution and innovation.

1

Operational structure in place(Go live)
Capgemini has built a strong support team who covers Application maintenance & support services across salesforce & Data workstream backed up by Devops.

3

4

FOT is the key transformation program for KPMG, to drive the adoption of new behaviours and new ways of working within their businesses.

Robust model for KPMG Engage(stabilize)
Capgemini has stabilized the model to drive flexible service delivery and a reliable, de-risked support that scales with KPMG needs.

2

Capgemini with Digital Nexus(Transition)
Working collaboratively, we have focused on robust and transparent governance providing technical rigor where skilled resources were enabled to support via thorough knowledge sharing from KPMG.

ENGAGE + LEARN ← ------------------------ **SUPPORT + EVOLVE** ------------------------ → **ENABLE + EXECUTE**

Capgemini – KPMG Governance Alignment (FOT AMS)

Sr. Director (Data & MuleSoft)
Siva Gadepalli

Sr. Director (CRM)
Joey Elkhoury

Client Partner
Raj Sehgal

Delivery Executive
Ravi Adusumilli

Delivery Executive - Offshore
Renjith Thekkudan

Onshore EM
Siva Nair

Offshore EM
Sneha Patel

Data Tower

KPMG

Dir. Data Tower
Raymond Bernier

EDW
Brad Jonson

EBI
Brian VZ

Data Services
Mythreyi Mudigonda

Policy Engine
Raj Khot

ADL/EDL
Padmaraj Shankar

Onshore

Data Tower SDM
Rohit Kolwalkar

EDW Lead
Priyaranjan Rout

EBI Lead
Jayant Dhanraj

Data Services Lead
Jacinto Maquera

EDL Lead
Karthik Potharaju

ADL Lead
TBD

Offshore

Data Tower SDM
Sonali Mhatre

EDW Lead
Sahadev K

EBI Lead
Santhosh Thomas

Data Services Lead
Aditi Das

EDL Lead
Ritu Sahay

ADL Lead
Sahadev K

MuleSoft Tower

Assc. Dir. MuleSoft
Murali Sajja

Onshore MuleSoft SDM
Pruthvi Ramachandra

MuleSoft Manager
Durga Perumalla

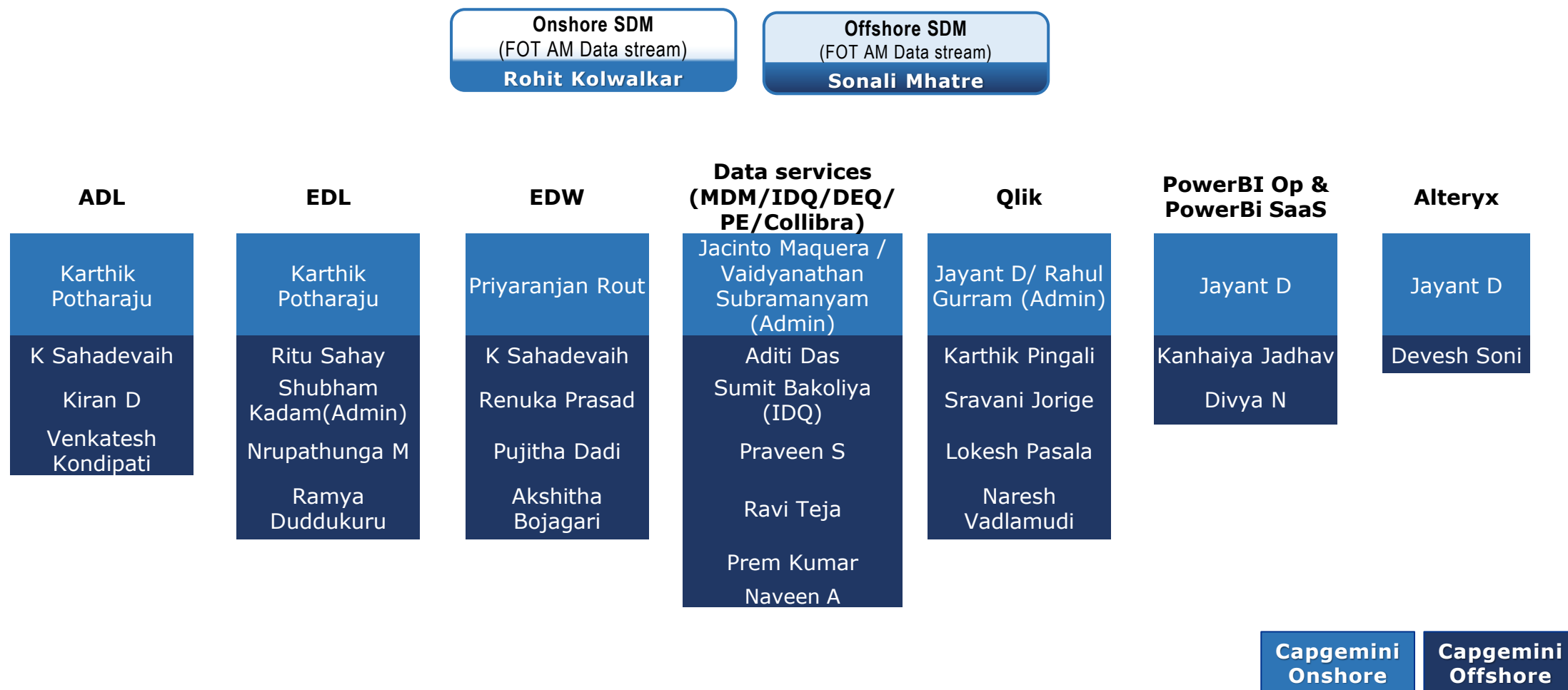**Offshore MuleSoft SDM**
Roopa Shetty

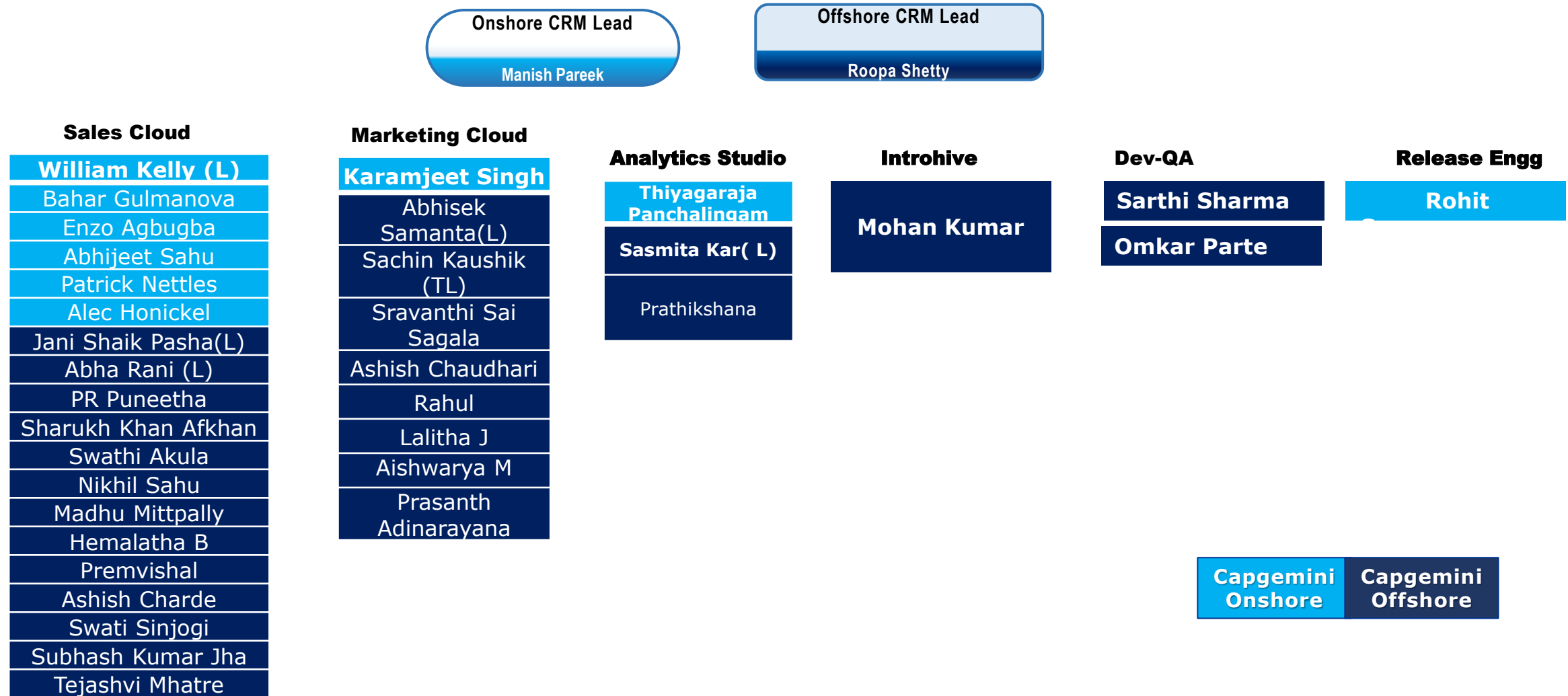## CRM Tower

Assc. Dir. CRM
Vijay Patel

Onshore CRM SDM
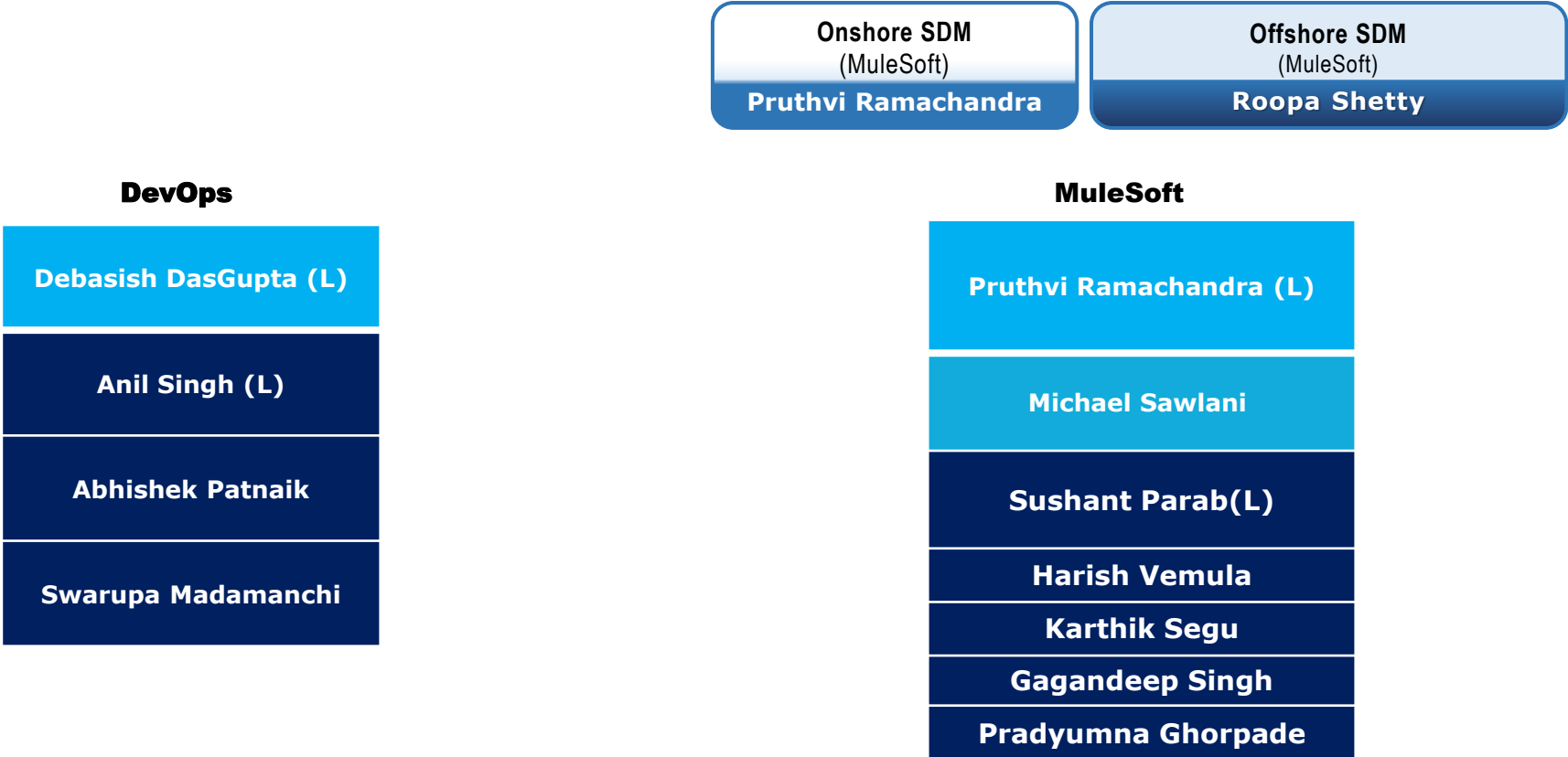Manish Parikh

Offshore CRM SDM
Roopa Shetty

KPMG

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FOT AM Support – Org chart (Data stream)

Onshore SDM (FOT AM Data stream)	Offshore SDM (FOT AM Data stream)
Rohit Kolwalkar	**Sonali Mhatre**

ADL	EDL	EDW	Data services (MDM/IDQ/DEQ/ PE/Collibra)	Qlik	PowerBI Op & PowerBi SaaS	Alteryx
Karthik Potharaju	Karthik Potharaju	Priyaranjan Rout	Jacinto Maquera / Vaidyanathan Subramanyam (Admin)	Jayant D/ Rahul Gurram (Admin)	Jayant D	Jayant D
K Sahadevaih	Ritu Sahay	K Sahadevaih	Aditi Das	Karthik Pingali	Kanhaiya Jadhav	Devesh Soni
Kiran D	Shubham Kadam(Admin)	Renuka Prasad	Sumit Bakoliya (IDQ)	Sravani Jorige	Divya N	
Venkatesh Kondipati	Nrupathunga M	Pujitha Dadi	Praveen S	Lokesh Pasala		
	Ramya Duddukuru	Akshitha Bojagari	Ravi Teja	Naresh Vadlamudi		
			Prem Kumar			
			Naveen A			

Capgemini Onshore **Capgemini Offshore**

FOT AM Support – Org chart (CRM)

Onshore CRM Lead

Manish Pareek

Offshore CRM Lead

Roopa Shetty

Sales Cloud

William Kelly (L)
Bahar Gulmanova
Enzo Agbugba
Abhijeet Sahu
Patrick Nettles
Alec Honickel
Jani Shaik Pasha(L)
Abha Rani (L)
PR Puneetha
Sharukh Khan Afkhan
Swathi Akula
Nikhil Sahu
Madhu Mittpally
Hemalatha B
Premvishal
Ashish Charde
Swati Sinjogi
Subhash Kumar Jha
Tejashvi Mhatre

Marketing Cloud

Karamjeet Singh
Abhisek Samanta(L)
Sachin Kaushik (TL)
Sravanthi Sai Sagala
Ashish Chaudhari
Rahul
Lalitha J
Aishwarya M
Prasanth Adinarayana

Analytics Studio

Thiyagaraja Panchalingam
Sasmita Kar(L)
Prathikshana

Introhive

Mohan Kumar

Dev-QA

Sarthi Sharma
Omkar Parte

Release Engg

Rohit

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FOT AM Support – Org chart (DevOps & MuleSoft)

Onshore SDM (MuleSoft)	Offshore SDM (MuleSoft)
Pruthvi Ramachandra	**Roopa Shetty**

DevOps

Debasish DasGupta (L)
Anil Singh (L)
Abhishek Patnaik
Swarupa Madamanchi

MuleSoft

Pruthvi Ramachandra (L)
Michael Sawlani
Sushant Parab(L)
Harish Vemula
Karthik Segu
Gagandeep Singh
Pradyumna Ghorpade

Capgemini Onshore	Capgemini Offshore

Accomplishments

Successful Service Transition during peak COVID period

Enabled 24x7 P1 Support and Job Monitoring & 16x5 Support for P2-P4

Focused on rapid stabilization of new operations

No SLA breaches despite having 25 CSLs and 15 KPIs. GREAT JOB!!

Initiated Continual Improvements for Application stabilization, on/offboarding process and other ITIL processes during the first 4 months of the engagement

Implemented 6 initiatives resulting in 1200 HRs/Year of Efforts Savings and 37.5K of Cost Savings

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Significant Accomplishment

BDQ – TPC Scorecard data refresh issue

Problem Statement

- Log4J Vulnerability fix was not available on HDP Airflow server since End of Dec 2021
- Server had to be shutdown since then to avoid vulnerabilities hitting the server.
- This caused the data not being available in HDP Hive tables causing TPC Scorecards and DQ on TPC Exception Management job in BDQ to fail.

Solution Implemented

- Collaborated with Informatica vendor to create connection to Zaloni Hive Database from BDQ
- Made the necessary changes for the BDQ code to read the date specific zip files
- Enhanced the Informatica BDQ code to retrieve data from new Hive Schema and Hive tables provisioned in Zaloni Database.
- EDL team migrated the job from HDP Airflow to HDP Zaloni along with Hive tables.

Benefits

- Ensure continuous delivery of TPC Scorecard to business
- Improved and robust solution for the Scorecard delivery

Significant Accomplishment - MuleSoft

Mulesoft – Sync & SF data Integrity fix

Problem Statement

- Incorrect or Inactive Entities/Contacts data records being updated in SalesCloud
- SalesCloud & Sync teams spent efforts in reconciling and manually remediate the impacted data records

Solution Implemented

- Exception logic that checks if more than one Entity/Contact record exists in Sales Cloud
- If Yes, tag that as a data error
- Sent notification to Sales Cloud/Sync application teams on the error

Benefits

- Ensures correct Entities/Contacts are updated in SalesCloud
- Eliminates the manual time and effort involved in triaging and correcting data issues
- SYNC & Salescloud application support teams are enabled to receive a report of data discrepancies and can independently act to resolve data setup issues

DO YOU KNOW?

KPMG Hackathon is launched in FOT AMS. It is a healthy competitive platform with recognition & rewards for achieving business outcome at scale through continuous improvements

WHAT'S FOCUS

- 3 focused Themes
- 3 months duration (Jun'22 to Aug'22)
- Earn 50 points for achieving business outcome with mentioned target through CI
- Jira is single source of Truth

THEMES

IMPROVE EFFICIENCY
>=20% effort or tickets reduction

AUTOMATION
>=25% manual coverage

IMPROVE USER EXPERIENCE
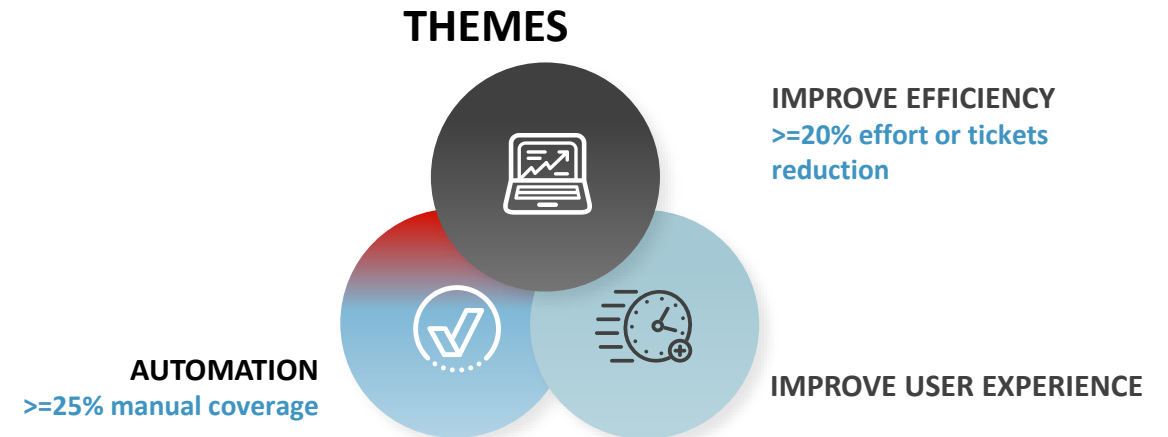
TRACKS – INDIVIDUAL & TEAM

- Individual Team Score on Portal (link)
- Weekly Leaderboard
- 3 teams are formed for Storytelling in Sep'22

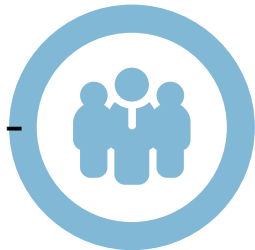# RECOGNITION

- 2 Special Individual Team Awards based on CI Value
- 1 Winning Team (Storytelling Contest)

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Timeline:

Final Storytelling contest End of Sep'22

Shortlist 3 Stories (Storytelling Contest) Mid Sep'22

Team working on Ideas: Jun'22-Aug'22

End of Value League Aug'22

KPMG Value League Kick Off - Jun'22

Rewards & recognition Approach & Prize
Track & report on a single source of truth (Jira)

TEAM CATEGORY:

EACH Tower

BY 15TH JUN'22 → FORM TEAMS

JUN-AUG'22 → FOCUSED EFFORTS USING 3 THEMES FOR BUSINESS OUTCOME

LAST WEEK AUG'22 → SELECT 2 TEAMS BASED ON CI VALUE

🏆 **2 WINNING TEAMS**

STORY TELLING CATEGORY:

MID Sep'22 → STORYTELLING CONTEST (SHORTLISTING 3 STORIES)

LAST WEEK Sep'22 → STORYTELLING (FINAL CONTEST)

🏆 **1 WINNING TEAM**
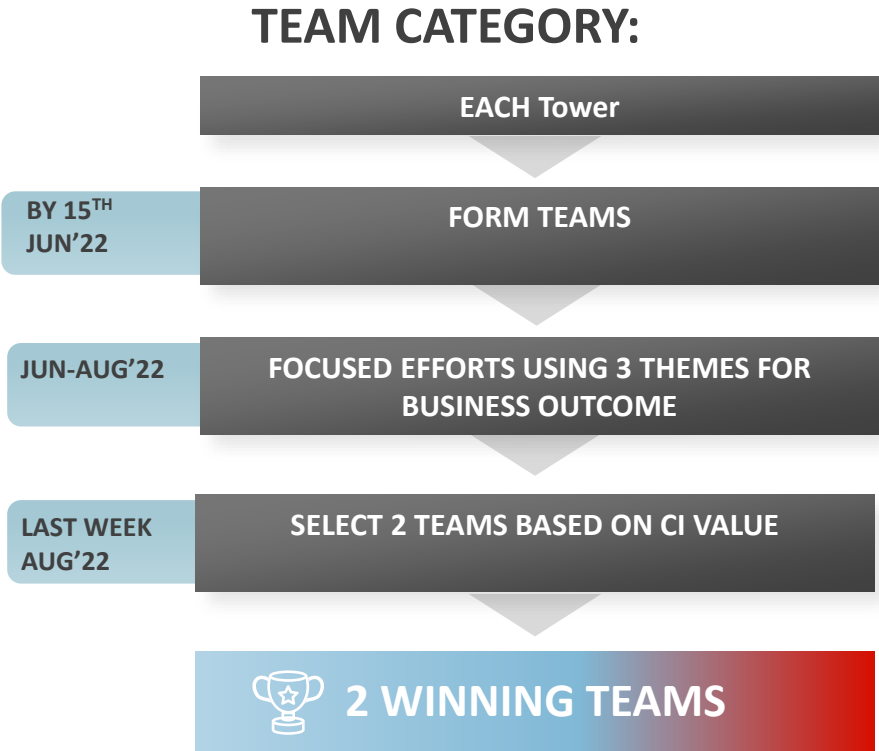
Prize
Winner – $500
Runner up - $400
Best story telling - $350

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Team Structure:

Each team will have a lead(Onshore and Offshore leads can take up this role), along with 2-3 members (Maximum). If a single tower has multiple ideas, then they can form different teams and name them accordingly.

Sample:

Team Name	Data	Mulesoft	CRM
Lead			
Member 1			
Member 2			

Upcoming projects / intake – H2 (Jan 2023)

Project Name	Tower	Short description
Sidecar	Data Tower	Keep existing downstream consumers of Sync CRM data "whole"
MVP	Data Tower	MDM solution for H2. Mastering the data prior to SF consumption
MDM Phase II	Data Tower	Enhance the H1 MDM solution – add attributes, redesign integrations, etc.
21 new Integrations	MuleSoft	21 APIs for supporting H2 integration scheduled for Jan 2023
Qualtrics	CRM	Voice of customer – Survey initiative
Opportunity migration	CRM	H2 release planned for Jan 2023. All Opportunities and Leads will be moved to Salesforce. Decommission daily usage of Sync

Potential FY23 Projects

Projects	Requested by	Priority	Sales Cloud	T-shirt ($M)
Auto-Provisioning & De-Provisioning 2.0	All	FY23-Must		0.5
Account Planning	All	FY23-Must		1.25
Einstein Insights (H2 identified pilots)	All	FY23-Should		1.25
Einstein Insights (additional pilots)	All	FY23-Should		1.25
3rd Party Enrichment accounts (Factset)	All	FY23-Should		3
EAC Outlook Integration	All	FY23-Should		1.25
Insala (alumni management platform)	Alumni	FY23-Must	Y	1.25
DRB (Deal Review Board)	Functions	FY23-Must	Y	1.25
Demandbase One Integration with Salesforce	G&S	FY23-Should		1.25
Interaction Studio	G&S	FY23-Should		1.25
Hootsuite Integration	G&S	FY23-Should		0.5
Aprimo DAM	G&S	FY23-Should		1.25
Aprimo Integration to SF	G&S	FY23-Must		0.5
Aprimo Integration to Cvent	G&S	FY23-Should		0.5
Summary level pricing distribution	Advisory	FY23-Must	Y	1.25
Pipeline forecasting	All	FY23-Must		0.5
Deal cloud integration (corporate finance)	Corporate Finance	FY23-Should		1.25
Sales and Marketing Tech innovation	All	FY23-Must		0.5
DESelect	G&S	FY23-Should		0.5

RECOGNITIONS

Name	Tower	Shore
Anil Singh	Devops	Offshore
Karthik Seghu	Mulesoft	Offshore
Subramanyan Vaidyanathan	Data	Onshore
Sravani Jorige	Data	Offshore
Enzo Agbugba	CRM	Onshore
Abhishek Samanta	CRM	Offshore

Winners will be awarded with a $30 voucher in addition to the appreciation certificate.

Client Appreciation

👍 *I like to recognize the thought leadership by **Aditi and her team** in helping resolve a data issue for the Enterprise Policy Engine. To me this truly reflects CAPs commitment as a support partner in taking ownership to resolve issues for our business. I am very appreciative of your team's assistance and looking forward to continuing to work together - Rajendra Khot (Assoc. Dir – KPMG)*

👍 *KPMG stake holders Durga Perumalla and Murali had showered tons of appreciation on various deliverables that team had completed. This includes BAU stabilization, Alert configurations, MDM Integration, Data Sync issues remediation and many more*

👍 *Just wanted to take a moment and express how pleased I am with the level of support we've gotten from Priyaranjan. He is always timely, efficient and does a tremendous job at communicating issues. He goes into the exact right amount of detail when explaining what the issue is and what was done (or needs to be done) to resolve it. The amount of knowledge that he has gained and even more importantly, that he has retained is very impressive. He is a great asset to our team. – Brad Johnson, Assoc. Dir - KPMG*

👍 *Multiple appreciations from client on successful delivery of 7 Sprints in Sales Cloud. Team has been owning and front running all the releases in addition to the BAU support tasks*

Questions?

Thank You!