



Corporate Induction Handbook

INFOGAIN INTERNAL

Revision History

Version No.	Release Date	Author	Description	Reviewed By	Approved By
1.0	04 – May – 2020	Anu Sethi	Initial	Rijuvan Ansari & Arpana Mutt	Arpana Mutt
1.1	19-Aug-2020	Anu Sethi	Added pages for DU3 & DU10	Rijuvan Ansari & Arpana Mutt	Arpana Mutt

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1. Induction Itinerary

(*to be updated monthly as per the schedule)

Day #	Date	Time	Program Name	Duration(hrs.)	Facilitator Name
1	17th Nov'20	03:00 PM – 03:45 PM	Shardul’ s Interaction	0.5	Shardul S.
		10:30 AM – 11:00 AM	HR Policies	0.5	Dona K.
		11:15 AM – 11:45 AM	Rashmi’s Interaction - Rajeev R	0.5	Rajeev R.
		12:00 PM – 12:30 PM	Finance Interaction	0.5	Jai Prakash D.
2	18th Nov'20	12:30 PM – 01:00 PM	Anand C R’s Interaction	0.5	Anand C R
		11:30 AM – 12:00 PM	Premal's Interaction	0.5	Premal S.
		12:00 PM – 12:30 PM	Ravindra’s Interaction	0.5	Ravindra S.
3	19th Nov'20	10:30 AM – 11:00 AM	Talent Development Interaction	0.5	Rijuvan A.
		01:00 PM – 01:30 PM	Rajeev Nagpal’s Interaction	0.5	Rajeev N.
		11:15 AM – 11:45 AM	Niranter’ s Interaction	0.5	Niranter D.
		12:00 PM – 12:30 PM	Administration Interaction	0.5	Arun S.
4		Self-Paced	ISS	0.5	Self-Learning
			IPAG	0.5	Self-Learning
			Quality	0.5	Self-Learning
			Hand Booklet		Self-Learning

2. Overview

Infogain Corporation, HQ

485 Alberto Way Los Gatos, CA 95032 USA

Phone: 408-355-6000

Fax: 408-355-7000

Infogain India Pvt. Ltd.

A-16, Sector-60, Noida

Gautam Budh Nagar-201301 (U.P.), India

Phone: 91-120-2445144

Fax: 91-120-2580406



Infogain Corporation, HQ
485 Alberto Way
Suite 100
Los Gatos, CA 95032

Irvine
41 Corporate Park
Suite 390
Irvine, CA 92606

Austin
3700 W Parmer Ln
Suite 210
Austin, TX 78727

Houston
2700 Post Oak Blvd
Suite 1625
Houston, TX 77056

Dallas
5550 Granite Parkway
Suite 100
Plano, TX 75024

Seattle
2226 3rd Avenue
Suite 300
Seattle, WA 98121

London
Millbank Tower
Citibase 21-24
London SW1P 4DP

Noida
A-16 & 21, Sector 60
Gautam Budh Nagar
Noida – 201 301, India

Mumbai
Unit 74, 2nd Floor, SDF 3
SEEPZ, Andheri East
Mumbai – 400 096, India

Pune
Pune IT Park, 34 Aundh Road
Bhau Patil Marg
Pune - 411 020, India

Bengaluru
#7, 18th Main Road, 7th Block
Koramangala
Bengaluru - 560 095, India

Singapore
144 Robinson Road, #13-01
Robinson Square
Singapore 068908

Dubai
Office 255, Building 17
Dubai Internet City
Dubai, UAE

Krakow
REGUS Krakow Equal Business
Park B
ul. Wielicka 28B
30-552 Kraków, Poland

infogain
Engineering Business Outcomes

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Infogain India Pvt. Ltd.

Unit 74, 2nd Floor, SDF 3, SEEPZ,
Andheri East, Mumbai – 400096,
India

Infogain India Pvt. Ltd.

7th, 18th Main Road, 7th Block,
Koramangala,
Bengaluru-560095

Infogain India Pvt. Ltd.

Pune IT Park, 34 Aundh Road,
Bhau Patil Marg, Pune – 411020,
India

Awards

- **Software Product Engineering Services PEAK Matrix™** - Everest Group, 2019
- **Execution Zone for Retail Digital Services** and **Digital Services in Travel & Hospitality** - Zinnov Zones, 2018
- **Azure Expert MSP certified** – one of only 58 companies worldwide to acquire this status

Recent Acquisitions

- **REVEL Consulting Experience Design, Business Consulting and Marketing**
- **Silicus Technologies Azure Cloud Transformation, Azure IOT, Azure Data**

3. Services Offered



Digital Transformation

- Digital Transformation Consulting
- Creative Practice
- Digital Customer Service Center
- Robotic Process Automation
- Cloud Services
- Knowledge Management
- Mobility
- Social



Platform Engineering Solutions

- Platform Engineering Services
- Oracle Cloud Infrastructure (OCI)
- Service Methodology & Transition Framework
- Enterprise Integration
- AMS Differentiator
- iPMO



Quality Assurance

- Unified Automation Platform & Predictive Analytics for Quality
- Quality Consulting
- Digital Quality Assurance
- Mobile Quality Assurance



Infrastructure Management



Data & Insights

- Analytics & Insights Services
- Data Discovery & Visualization
- Business Intelligence & Reporting
- Data Modernization
- AI and ML



Package Implementations

- Enterprise Resource Planning
- Knowledge Management
- Client Relationship Management

4. Core Values and Business outcomes

Core Values



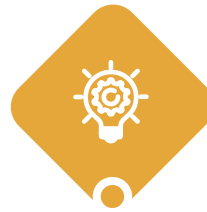
CREATE CLIENT VALUE

Understanding and delivering what drives the value for our client partners and enable them to become high performance businesses



GROW TOGETHER

Shared commitment to openness, collaboration and empathy provides foundation for personal and professional growth.



INNOVATE

Challenge conventional wisdom take risks and speak out for continuous innovation.



DELIVER EXCELLENCE

Holding Accountability to work as a team to deliver outstanding quality of work to our clients, shareholders and colleagues.

Business Outcomes



Revenue



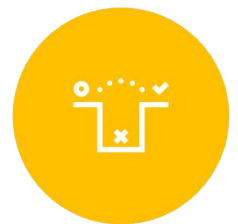
Experience Design



Speed-to-Value



TCO



Risk



5. DU 1 – High Tech

About Us:

Infogain's high tech services drive faster time to market, business processes automation, sales/service channel efficiency, supply chain agility and financial compliance. Infogain's customized solutions lead to increased ROI for high tech companies and differentiated experiences for their customers.



Praneeta.Mishra@infogain.com
(9953686870 / EXTN.5179)



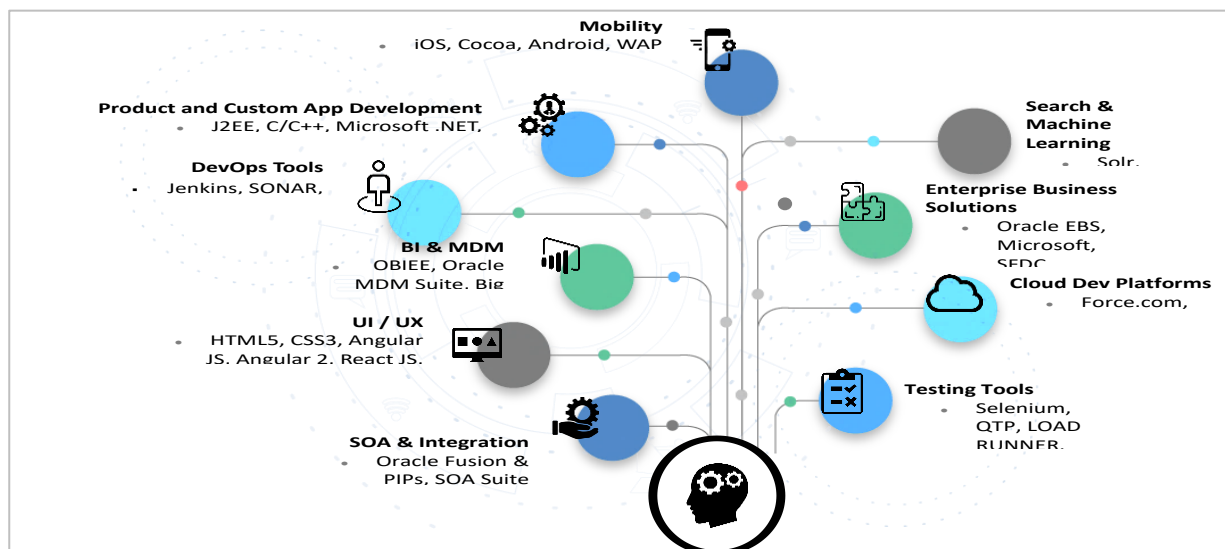
Nida.Tanweer@infogain.com
(8920907276)

Top Clients:

With more than a dozen clients from the Silicon Valley 150, below are some key accounts:



Top Technologies:



6. DU 2 – Retail

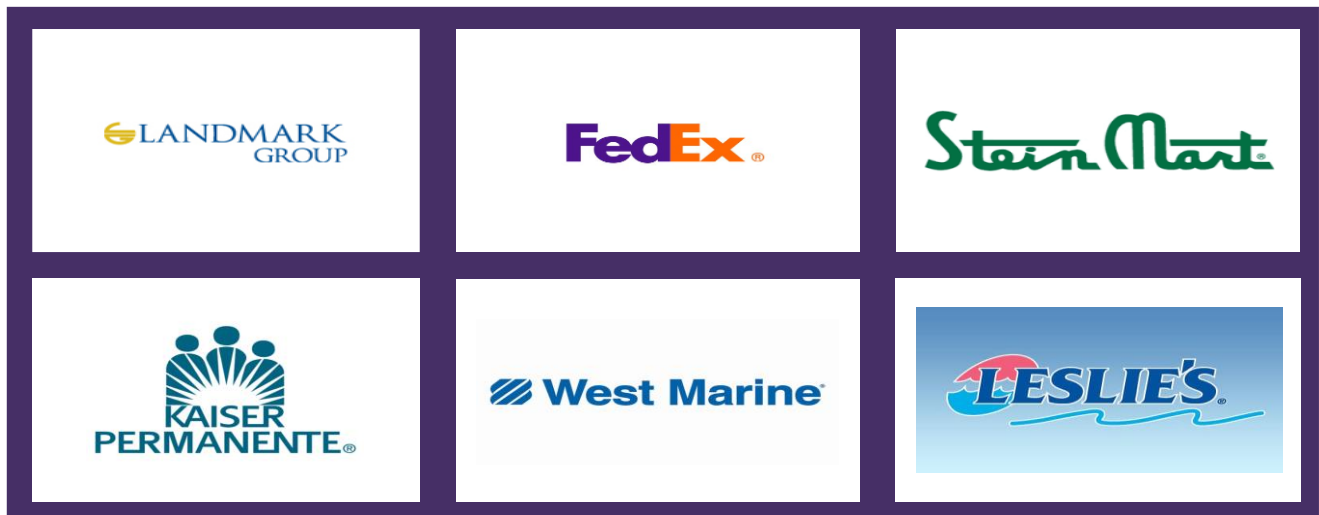
About Us:

Today's consumer is connected through technology before entering the store. They value a personal experience from their mobile devices, apps, in-person, and everywhere. Modern retailers must engage with their digital audience with the latest retail technologies. With delivery capabilities in Merchandising, Retail POS and ORPOS, Retail Integration, omni-channel, and mobility, Infogain enables retailers worldwide to compete in the digital world.



Pranjali.Lad@infogain.com
(9871924699 & EXTN. 4208)

Some of the top clients:



Top Technologies:

- Expertise built around Springboot and Oracle Micros product suite (Xstore, Relate & Locate)
- Enterprise built around Wincor product suite (TP.Net, TP Loyalty, TP Analyser, TP OMM)

Oracle Retail e2e (**MOM, WMS, EBS, ATG**)

300+ Retail consultants

Agile Retail Methodology

Specializes in:

Omni – Channel Retail systems
Credit Integration & Certification
Solution Consulting
Systems Integration

Custom Development
Application Management
Store Rollouts
Customer Service solutions

7. DU 3

About Us:

Serves primarily customers in Travel & Hospitality, Retail and Healthcare sectors. We help Travel Technology Companies deliver superior guest experiences with digital transformation solutions across all channels.



Gunjan Nandu
Manager

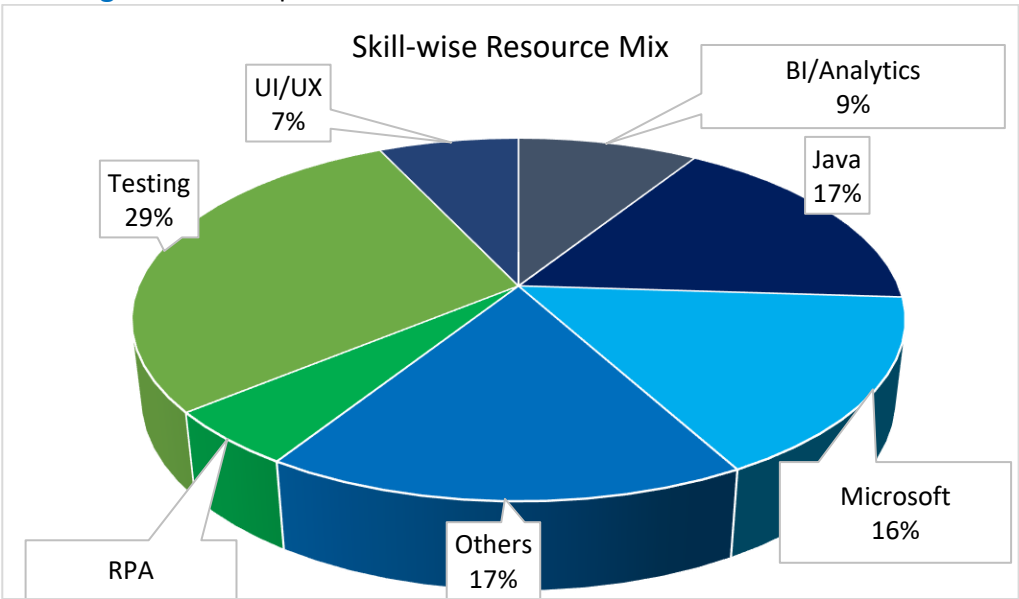


Neha Tickoo
Senior Executive

Clients: 20+ Customers



People and Technologies: 300+ People



8. DU 4 – Insurance

About Us:

The P&C insurer that embraces digital transformation strategies will improve their policy and claims functions, streamline business operations and boost efficiency and quality. Infogain leverages digital transformation strategies so that P&C insurers can respond swiftly to the changing markets, engage their customers, and remain competitive.

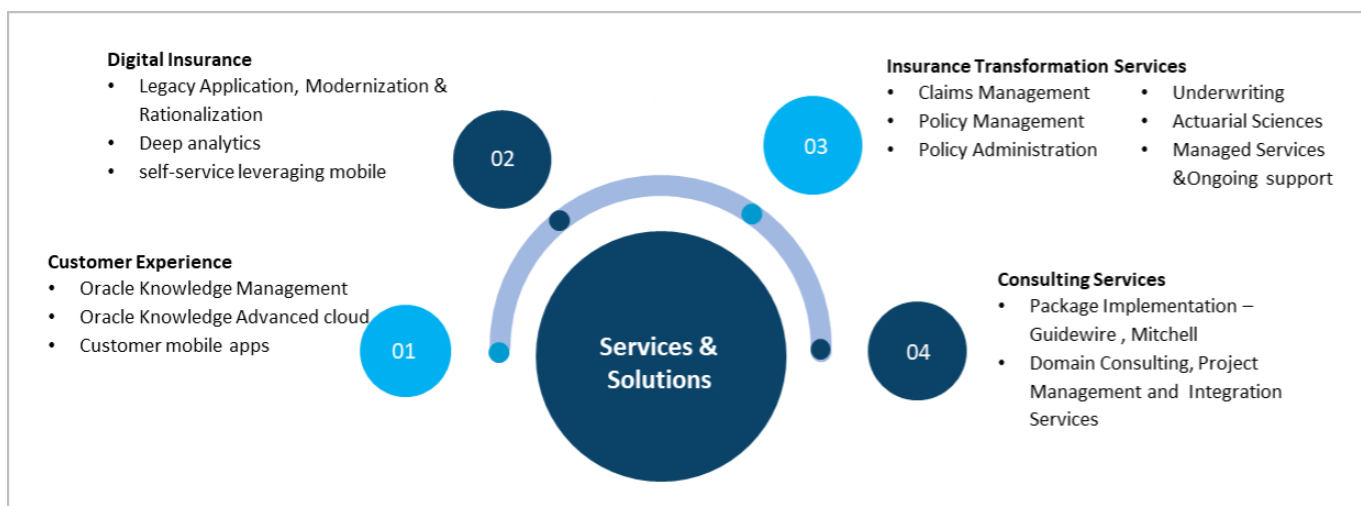


Praneeta.Mishra@infogain.com
(9953686870 / EXTN.5179)

Some of the top clients:



Services & Solutions:



9. DU 10 – Infogain Solutions

About Us:

Infogain Solutions is a cloud transformation services company, focused on enabling digital business transformation initiatives in infrastructure modernization, software driven business, intelligent analytics, IoT connected enterprise, and digital workplace productivity. We have 550+ employees at DU10 (Pune and Houston, US)



Nikita Singh
Associate Director - HR



Samruddhi Patil
Deputy Manager - HR

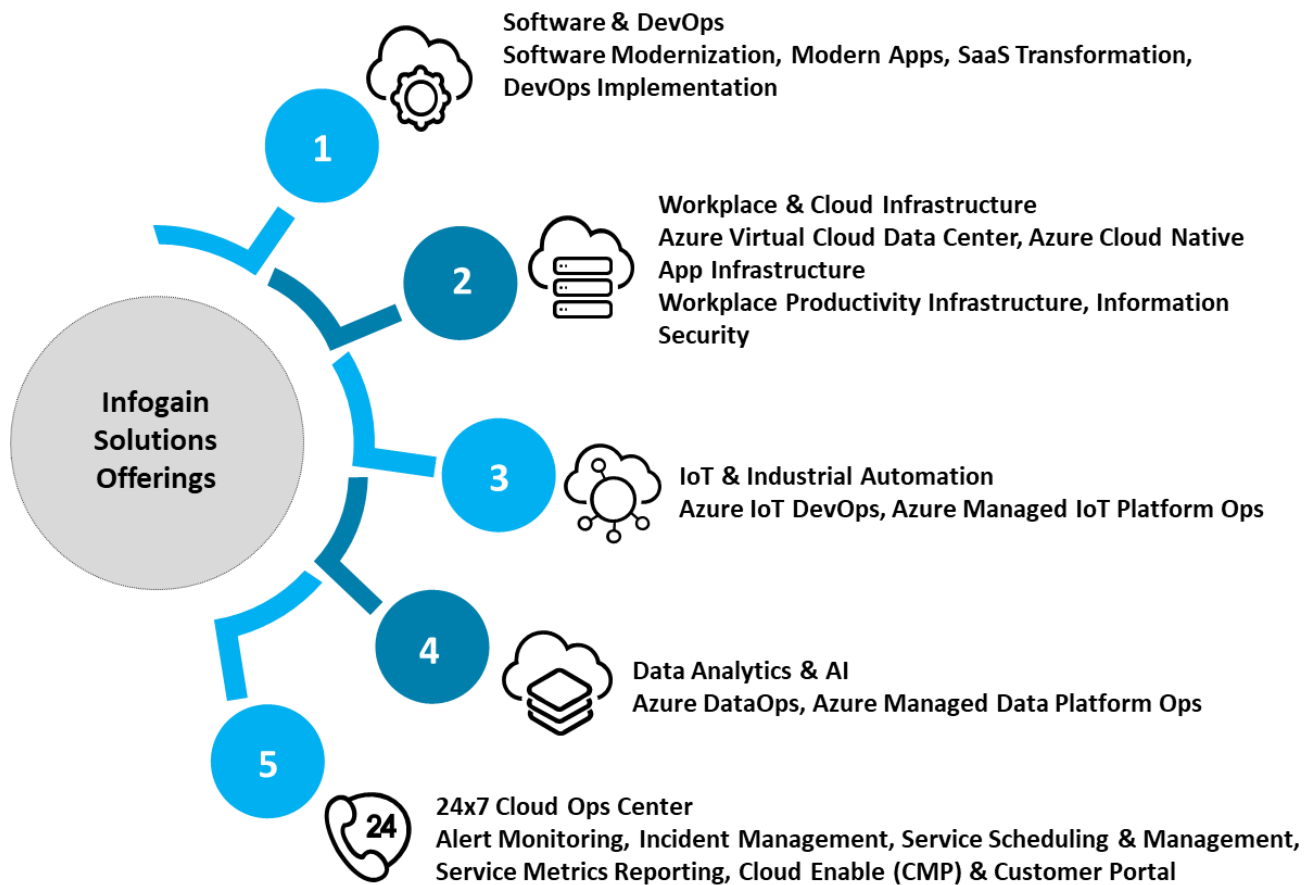


Rini Samuel
Sr. Executive – HR & Training

Top Clients:

Some of our Top Clients:



Our Offerings:

10.HR Policies

HR Interventions

Perennial Benefits

Growth & Development

Reward & Recognition

Employee Connect



Global HR- Head
Rajiv Naithani

Rewards and Recognition

Reward category	Name of award	Reward scheme	
Instantaneous	ON - SPOT award (Spotlight award)	A souvenir Amazon Voucher worth INR 500	 + Appreciation certificate from management •Cash award
Monthly	Budding engineer award	INR 3000	
	Bravo award		
Quarterly	Infogainer of the quarter	INR 15000	
	Spearhead-leading by example		
	Value creator award		
	Ace team award	INR 25000	
	Bravo award-Support	INR 15000	
	Trainer of the quarter	INR 10000	

Employee Connect

Buddy Program

Townhalls

Newsletters

Lunch with Leadership

One-on-one Session with HR

RM Connect Sessions


Perennial Benefits

Casual Leaves – 12 days a year

Special Occasion Leaves – Availed on own/spouse/child birthday or marriage anniversary

Maternity & Paternity Leaves – 26 Weeks ML, 5 Days PL

Earned Leaves – 15 days 1st year, 17 days 2nd year, 3rd year onwards 20 days

	Birthday	<ul style="list-style-type: none"> •A greeting card and candy box •Half day leave with pay as per SOL Policy.
	Wedding	<ul style="list-style-type: none"> •Gift amount of INR. 2,500
	Anniversary	<ul style="list-style-type: none"> •A greeting card and candy box •Gift amount of Rs. 1,500 •Half day leave with pay as per SOL policy.

Shift and Odd Hours Working Policy		
Worked from Home / Odd Shift <i>(Min. 4 hrs b/w 6 pm – 9am)</i>	Night Shift Allowance <i>(Min. 8 hr b/w 10 pm – 8 am)</i>	On Call Allowance / Weekends <i>(Weekend/holiday support)</i>
L1 – Rs.150/ shift L2 & L3 – Rs.300/ shift	L1 – Rs.300 L2 & L3 – Rs.600	Rs.1200 /day

11. Quality Function

About Us:

A quality management system (QMS) is a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is aligned with an organization's purpose and strategic direction. It is expressed as the organizational goals and aspirations, policies, processes, documented information and resources needed to implement and maintain it.

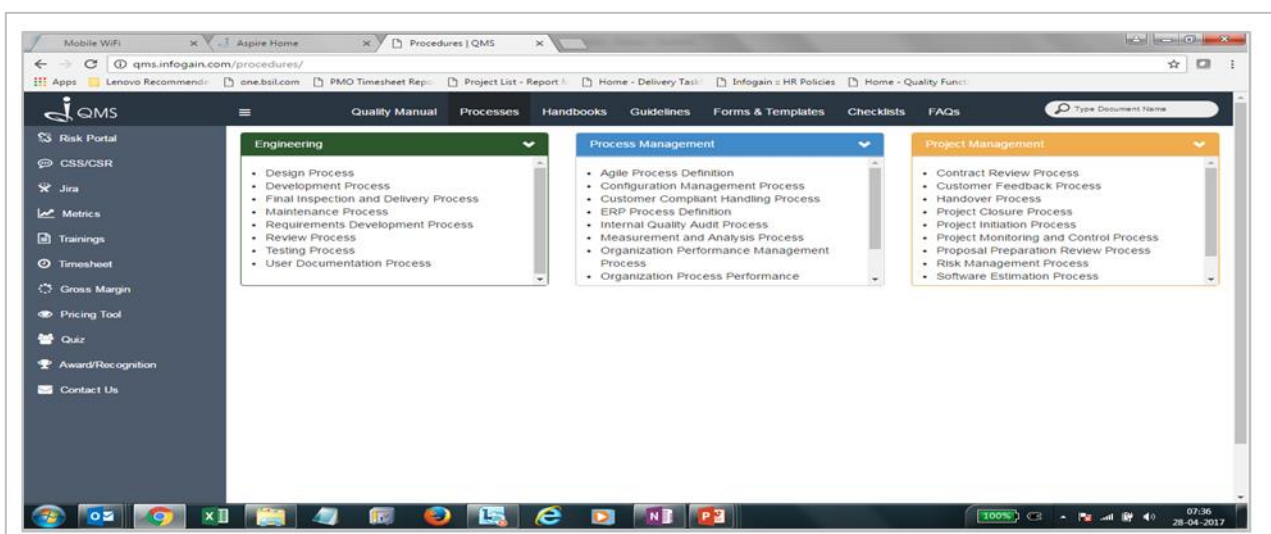
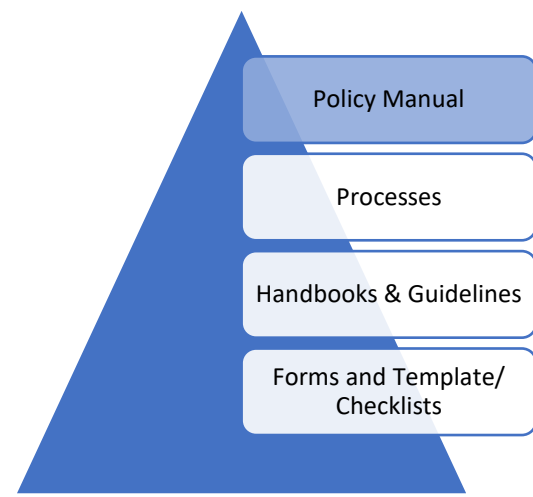


Account Owner
Pankaj Shrivastava

Reach out to QF@infogain.com;
pmg@infogain.com

Key Applications owned by QF (PMO):

- QMS,
- Risk Management System, and
- Share-point



12. Internal Process Automation Group (IPAG)

About Us:

The key role of IPA group is to identify, automate, integrate and make effective use of Information and business processes. The entire task for our team is carried out through “**Aspire**”. With efficiency towards work and proven proficiency, we provide support to all other departments.



Account Owner
Shailander Kumar

IPAG@infogain.com

Key Applications owned by IPAG:

Work Made Easy at Infogain!!!

Aspire portal

- ✓ PIMS
- ✓ Timesheet & Billing application
- ✓ My Reimbursements
- ✓ Leave Management System
- ✓ Transport Request System
- ✓ Appraisal System
- ✓ ISS Operation & Services
- ✓ Resource Management System
- ✓ Training Portal
- ✓ Gross Margin
- ✓ Career Development Program

13. Infrastructure Systems and Support (ISS)

About Us:

ISS ensures the Smooth Running of IT Operations of Infogain by Providing Secure, Scalable, Highly Available Computing Platforms, Servers and Networks.

Responsible for developing and Implementing Information Security program to protect communication/ systems / Assets from internal and external Threats.



ISS Head
Rakesh Mehta

ISS@infogain.com;
ISS.Team@infogain.com
Extn No- 4242

Password Policies:



Password Policy defining the guidelines for maintaining network/Systems passwords:

- The password age is 45 days.
- Should be at least 8 characters in length.
- The 5 consecutive failed Login attempts will lock out the user account.
- There is a password uniqueness, which means that users cannot use any of the last 5 passwords.
- The password should contain at least three of following character types:

Numeric, special character (like %, ^, &, *), Uppercase alphabet, lower case alphabet.

ISS Support Logging /Information Access:

ISS Helpdesk system for technical support

1. Accessible through: <https://Jira.infogain.com>
2. Email: ISS@Infogain.com
3. ISS Portal: <http://portal:81/sharepoint/iss/default.aspx>
4. Web Mail: <https://outlook.office365.com>
5. Office 365 Portal: <https://portal.office.com>

Network Change & CD Burning Request:

1. Accessible through: <http://aspire.infogain.com/aspire/AMS/ISSHome.aspx>
ASPIRE → ISS & NOC → ISS Operations & Services
2. Remote access VPN : vpngdc.infogain.com and vpnlg.infogain.com (for US Employee)

14. Talent Development

About Us:

Training Department at Infogain aims to empower the Info gainers by continuously enhancing their Technical Skills and Business Acumen to ensure Global Business success.

A dedicated Training Department to ensure continuous learning with a aim to create:

- Technical Experts
- Business Experts



Training Head
Arpana Mutt

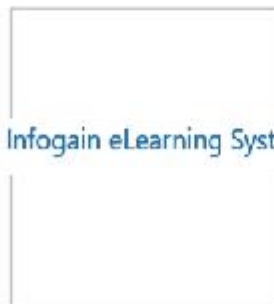


Girish Thapaliyal (#4774)
trainingteam@infogain.com

Modes of trainings offered:



Classroom



Self-paced Online



Webinar



Competency Development
Program

Nominations for Classroom & Webinar trainings can be done through **Aspire**

CDP programs are available on **eLearning portal**

Self-paced Online module; links are shared **through emailers**

Training hours:

Every employee is expected to maintain 40 hours of training/year.

Applications Used:

eLearning Portal: <https://elearning.infogain.com>

<https://training.infogain.com> or aspire

Training App available for **Android & IOS: IgTraining**

15. Admin @ Infogain

About Us:

Infogain Facility team provides a variety of management services to more than Three thousand info gainers. Our goal is to provide sustainable world-class facilities and services round the clock to Business Units.

- We manage 1.6 lakh square feet at Noida Location
- We are ISO 27001:2013 certified by BSI,



Admin Head
Arun Sharma

Infogain Facility Management Services Encompass:

- Physical Security
- Electronic Security
- CCTV Monitoring
- Round the clock assistance at front Desk
- Transport Facilities
- Adequate Parking facility
- Guest house for o/s candidates / Employees
- Day care facility / Regular Doctor's Visit in office
- Events
- Cafeteria facility
- Break area at each floor

24 * 7 * 365 support to meet business requirements

Name	Extn #	Role
Umesh	4639	Transport & Guest House
Subodh	5009	Security & Access
Sanjay Tiwari	4529	Purchase & Billing
Sankar	5103	Manager
Manu	#9	Admin & Crèche
Arun Sharma	5104	Dept Head

What to do:

If female staff is working till late hours: Time bound request to be raised at ITS and drop will be provided with guard

If anything is Lost & found: For Noida, If any bag/wallet/laptop/mobile phone found unattended for a long time, admin staff sent it to the Mail Room/ BMS Room/ Front Desk and is mentioned in Lost and Found Register. The mail is sent to "Lost and Found" DL

If any Medical emergency: Call @ 9910103642(Subodh) /9971991540 (Security), first aid id given, and emergency contact person is contacted (if required)

If Fire occurs: Raise the alarm. Noida facility now has a fully automatic alarm. We have an emergency contact & Floor marshal chart on each floor. Follow your floor marshal and escape

Incident Reporting: All incidents are to be logged in the incident Log book available in BMS Room

16. Finance @ Infogain

About Us:

Finance department helps in:

- Opening of Salaried account
- Salary Processing
- Taxation
- Reimbursement (Part of CTC)
- Business Travel (Foreign and Domestic) and report settlements



Finance Head
Rakesh Malhotra

Opening of Bank Account:

- ICICI bank is on panel of Infogain India Private Limited for opening of salaried account
- Documents required for opening of Bank account:
 - Copy of Aadhaar Card;
 - Copy of PAN card; and
 - Copy of Identity and address proof documents
- Employees already having ICICI bank account may convert that account as salaried account. For this, following documents are required:
 - Cancelled cheque; or
 - Copy of bank statement reflecting name and account number of the holder
 - Process Owner: Mr. Bhuwan (Extn:5107)

Salary Processing:

Pay cycle: 21st of last month to 20th of current month.

Salary Credit Advice

Finance department sends credit advice to banks: either on last working day of the month; or on First working day of the next month.

Note: only those employees, who join Infogain on or before 20th of the month, are eligible to get salary in the same month. Those joined after 20th of the month, will get their salary with next month's salary as arrears.

Pay slips & Investments

Login credentials (different from Infogain credentials) will be emailed to the joiners by payroll agency after the first month's salary: TSR

Taxation/ Investment declaration process:

Below points to be declared on TSR portal:

- Investment that an employee is going to make during Financial year
- Rental expense, if any, to get House Rent Allowance (HRA) benefits
- Previous employers Income, TDS and PF detail
- **PAN declaration is mandatory for everyone**
- An Employee supposed to make rental payment more than INR 8333/- per month is required to submit the copy of PAN card of the Landlord.

Reimbursement process:

- Login Credentials will be sent by TSR
- Employees will get their user credential of the portal after they received first salary
- Voucher Submission Section (as per eligibility/ grade)
 - Medical
 - Telephone
 - Vehicle
 - LTA

Bills and vouchers need to be filled on the TSR website and print outs need to be dropped in the box, outside finance department. By default, this will be paid as taxable, unless you submit the genuine authorized bills along with the voucher through TSR portal.

S. No.	Name	Designation	Area of work	Tel Extn. no.
1	Jai Prakash Dwivedi	DGM	Payroll processing	5100
2	Neelesh Singh	Sr. Manager Accounts	Account receivable (Revenue)	5534
3	Shivani	GM	Financial Planning & Analysis	5188
4	Laxman Singh	Sr. Accounts officer	Team party reimbursement/ Cash payment disbursement	4550
5	Hema Adhikari	Sr. Executive	Payroll	5565
6	Bhaskar	Accounts officer	Travel Exp. Settlements	4944