**Complete Itinerary of Services**

Date: 05-17-2021

**Beneficiary Name:**

PERUMAL NARENDRAN

**Beneficiary’s Onsite Work Location**:

USAA (United Services Automobile Association)

9800 Fredericksburg Road,

San Antonio,

Texas – 78288, USA

**Client Name and address:**

USAA (United Services Automobile Association)

9800 Fredericksburg Road,

San Antonio,

Texas – 78288, USA

**About USAA (Client):**

United Services Automobile Association (USAA) is a fortune 500 and a leading insurance and financial services & Wealth Management company, primarily providing insurance for the personnel associated with the US Armed Forces. USAA was founded in 1922 by a group of U.S. Army officers to self-insure each other when they were unable to secure auto insurance due to the perception that they were a high-risk group. USAA has since expanded to serve all members of the Armed Forces and all who served honorably in the USA Armed Forces, as well as their families with property & casualty insurance, banking, life insurance, investment and financial planning products and services. It has been offering a wide range of products in property & casualty insurance, banking, life insurance, auto insurance, investment and financial planning products and services to over 9 million members for the last 92 years. It is head quartered in San Antonio, Texas, with offices throughout USA.

The company was one of the pioneers of direct marketing and most of its business is conducted over the Internet or telephone using employees instead of agents. Until the 1960s the bulk of its business was conducted via mail. In the late 1960s USAA began a transition from mail to phone based sales and service. A toll-free number was launched in 1978, and Internet sales and service was launched in 1999 via its website. USAA is consistently enhancing / modernizing their current legacy / web applications using various technologies such as J2EE / Mobile / Video Telephony. During its operations it has come to work with numerous vendor applications and it currently communicates with 4000+ vendor applications and each having their own proprietary interfaces, communication mechanisms and data formats.

**Project Description:**

* CP & B Management program is an enterprise wide transformation initiative in Financial Planning and Mobility area.
* This program is to come up with a strong, agile and effective to maintain framework and applications to replace the existing complex, outdated and disintegrated applications where regular planning and monitoring is very lengthy and time consuming.
* The CP journey is to ensure that USAA develops the integrated planning and reporting which is seamlessly integrated with the upstream and downstream applications.
* CP will ensure the unification of all the planning and reporting on a unified and dedicated platform.
* CP with on Mobile provides a new way to interact with USAA application using “Native Language”.
* Cognitive Search and content analytics engine to ingest data to find hidden patterns and answers which enables better decision, meaningful insights in unstructured text, vision and data insights to add cognitive functionality.
* Integrating the developed extensions with client tool for enabling the secured widgets in multi-dimensional reporting & dashboards development.
* Conversational Banking uses lightweight, AI-Powered chat software using NLU, Machine learning AI patterns) to communicate with bank customers Automating the high manual interventions with eclipse scripting & extensions manager.
* Implementing the robust framework to avoid the traditional delayed approach for business derivatives.

**Beneficiary Responsibilities:**

* Integrating the external Components & Application modules with USAA systems through HCL developed framework and client tools like Digital Platform and Analytics Services (DAP) and HCL's Cyber Security Intelligent Protection and Digital Intelligence Framework
* Developing & delivering the managerial dashboards with Conversational AI Platforms & Business for USAA management decision analysis and performance analysis
* Creating AI BRAIN (Data Insight Analysis, RNN Slot Value Extraction, LSTM-Based Classification, Knowledge Graph Reasoning, DNN Behavior Taxonomization for establishing the connectivity between databases & Web/Digital Analytics framework with Digital Platform and Analytics Services (DAP) tools as followed Intelligent Self-Service with NINA.
* Installing & upgrading Intelligent Self-Service patches with latest versions in market availability on requirement basis
* Preparing FSD and Technical Design Document based on the requirements gathering and submitting the same for the Business Users approval.
* Developing scripts using Groovy scripting to automate with RMT.
* Scheduled the Daily, weekly & monthly batch jobs with pearl scripting.
* Using complex formulae for summarizing the mortgage data to get it to the reports and in the formatted way to represent the SLA level.
* Real time support to customers in Intelligent Self-Service Administration through Service Now platform
* Training the customers & educating them in tool standards set in USAA for usage & delivery functions
* Formatting the unstructured data with multiple complex transformations & loading into structured database for reporting purposes
* Automating the high manual interventions as part of reducing the manual efforts and providing robust solutions
* Coordinating with Nearshore & offshore in getting the assigned tasks completed within timeframe with customer expected deliveries
* Analyzing the risk associated with customer proposed tasks and simplifying with zero defect management and accomplishing the task.
* Scheduling the data loads & reports in Control-M as part of ETL framework in database integration
* Enabling the connectivity strategies for Web/Digital Analytics framework within BO, making more comfortable & user-friendly integration of Web/Digital Analytics framework with reporting tools.
* Production support for the real-time customer issues and achieving the RTS – Return to Service without major business impact
* Universe, Dashboards & reports maintenance in DEV, LAB, QA & PROD Environments and making the PROD more secured by enabling Active Directory securities & authentications.
* Maintaining Service accounts & Enterprise aliases for customer delivery functions and supporting live Demos for financials & organizations improvements
* Developing performance analysis dashboard & reports for management to analyze & decision-making purpose on marketing trends.
* End to End traces for application defects and coordinating with Vendor in reporting and fixing the application defects.
* Conversational AI Platform maintenance with supporting tools in keeping it open with robust performance to customers though RDP & direct accesses.
* Monthly, Quarterly & yearly performance analysis of reports & dashboards usage and retiring the stale content to maintain integrated & efficient Conversational AI Platform.

**Following is the detailed itinerary of the beneficiary for the entire period requested:**

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| --- | --- | --- |
| **Period of Service** | **Service engagement details** | **Project/Location** |
| 3rd Sep 2021 To  31st Aug 2022 | Perumal Narendran will be leading CP & B project by integrating Conversational AI Platform with USAA systems and the Intelligent voice system aim to apply cutting-edge speech recognition technology. Conversational Banking uses lightweight, AI-Powered chat software using NLU, Machine learning AI patterns) to communicate with bank customers. It develops interactive conversation artificial intelligence (or “Conversational Computing’) which is essential to future management. By developing the managerial dashboards & high visibility reports. Formatting the unstructured data with multiple complex transformations & loading into structured database for reporting purposes is one of the activity that he will performing actively. Perumal Narendran will be maintaining Service accounts & Enterprise aliases for customer delivery functions and supporting live Demos for financials & organizations improvements.  Perumal Narendran will be contributing his extensive knowledge in improving the performance of visualizations in USAA, he will be 100% actively engaged with these services. | **Project Name:**  CP & B (Visualization Platforms & Business)  \_\_\_\_\_\_\_\_\_\_\_  **Beneficiary’s Onsite Work Location:**  United Services Automobile Association (USAA) 9800 Fredericksburg Rd, San Antonio, TX 78288. |
| 1st Sep 2022 To  31st Aug 2023 | Perumal Narendran will be assigned the responsibility of converting THE AI BRAIN (Data Insight Analysis, RNN Slot Value Extraction, LSTM-Based Classification, Knowledge Graph Reasoning, DNN Behavior Taxonomization) to latest trending Intelligent Self-Service with NINA (Smarter learning, Comprehensive back-end reporting capabilities, IoT devices, Neural Network based speech and NLU models. With the advanced extensions enabled by Perumal Narendran in Intelligent Self-Service with NINA tool will be integrated with Intelligent Self-Service with NINA for developing/migrating the outdated content to robust featured content with enabling the forecasting features.  Perumal Narendran will be 100% dedicatedly working on these Lumira to Tableau conversions and will be leading the effort of Lumira Studio 2.1 as well. | **Project Name:**  THE AI BRAIN (Data Insight Analysis, RNN Slot Value Extraction, LSTM-Based Classification, Knowledge Graph Reasoning, DNN Behavior Taxonomization)  \_\_\_\_\_\_\_\_\_\_\_  **Beneficiary’s Onsite Work Location:**  United Services Automobile Association (USAA) 9800 Fredericksburg Rd, San Antonio, TX 78288. |
| 1st Sep 2023 To  31th Aug 2024 | Perumal Narendran will be taking the responsibility of developing master data management model and prepare functional design, technical design documents and starts developing the Cyber Security intelligent and Advanced Application and Network Acceleration tool to load these metrics into USAA systems as part of the support.  He will be extensively responsible for real time user support, production live tool issues, Application bugs and design & usage support. Perumal Narendran will be leading the effort of advanced value creation with extended features of these integrated tools.  Perumal Narendran will be providing his extensive support for all these tool migrations, installations & integrations actively with 100% contribution & will be completely engaged with these services. | **Project Name:**  Cyber Security intelligent and Advanced Application and Network Acceleration tool  \_\_\_\_\_\_\_\_\_\_\_  **Beneficiary’s Onsite Work Location:**  United Services Automobile Association (USAA) 9800 Fredericksburg Rd, San Antonio, TX 78288. |

The above mentioned services and dates are based on the current project status and are provided by the end client. However, these dates of engagements for each type of service will be re-evaluated from time to time on a regular basis and will be extended based on the progress of the project.

If further information should be needed, please let us know. Thank you for your attention to this matter.

Very truly yours,

**Sivakumar Muniappan**

Senior Project Manager

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