ETOC – REGIONAL OPERATIONS MEETING

March, 2020

WesternUnion\\WU

Agenda

MT Service Availability

**Retail Money Transfer Incidents 2019**

- Retail MT Service Availability - **99.91%**

- Total number of Retail incidents – **52**

- Retail MT transaction impact - **321,260**

- % of all Retail transactions – **0.12%**

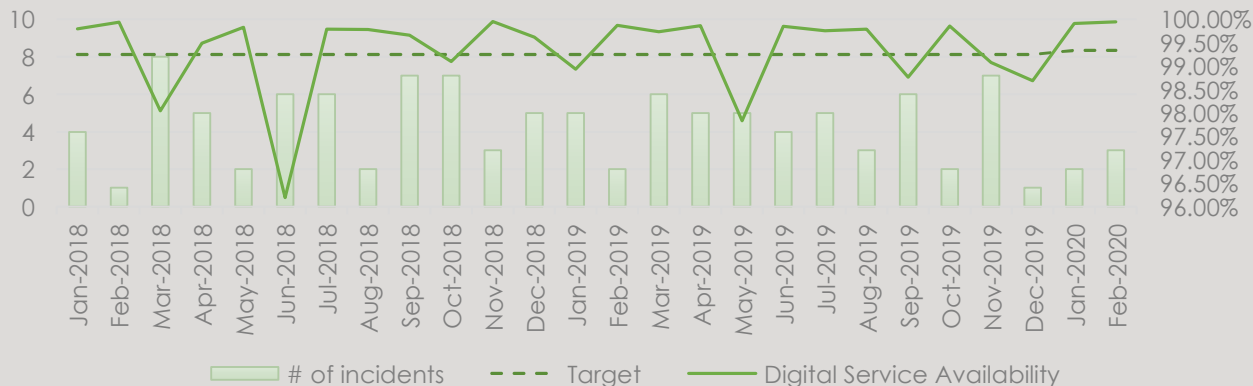**Digital Money Transfer Incidents 2019**

- Digital MT Service Availability - **99.34%**

- Total number of Digital incidents – **51**

- Digital MT transaction impact - **371,135**

- % of all Digital transactions – **0,65%**

First two month of 2020 have been very stable

Retail Service Availability
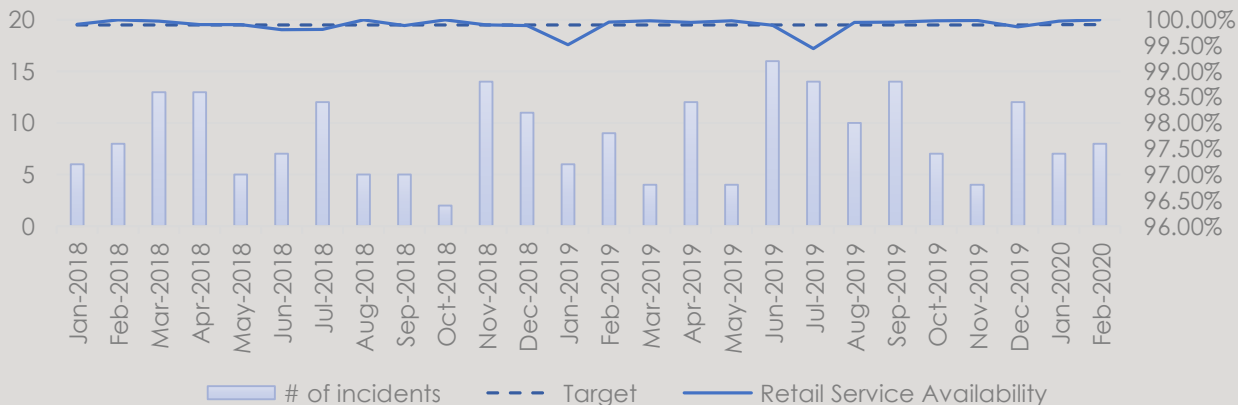
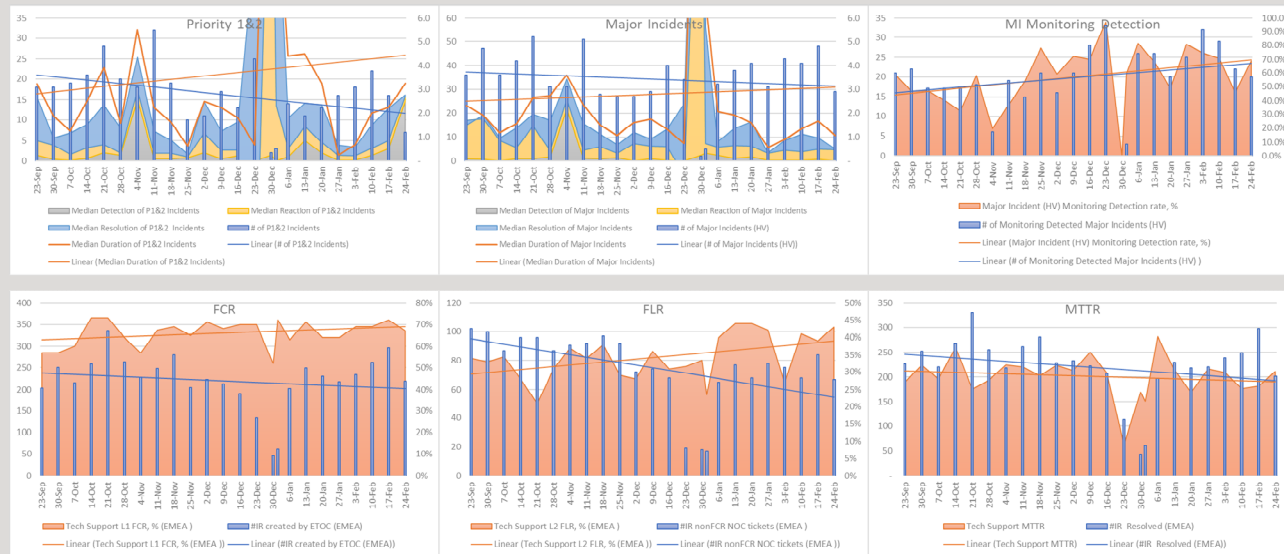Digital Service Availability

ETOC Performance

- Good 2020 start with lower number of P1&2 Incidents

- Primary driver of Major Incident (MI) duration remains delayed Detection or Reaction

- Impressive results for MI Monitoring Detection

- Steady increase of TSC First Call Resolution (FCR)

- Strong performance of TSC First Level Resolution (FLR)

- Stable Mean Time to Resolve (MTTR) across Technology

2020 Direction

Goals:

Monitoring - Drive incident detection and prevention

Major Incident - Drive service availability improvement

Tech Support – Drive faster issue resolution

Focus:

Customer Focus

Employee Engagement

"One team"

Platform | Shelly Swanback

2020 Strategy Placemat

Vision: To be the leader in cross-border, cross-currency money movement & payments.

Strategic Priorities

Attract new segments to grow fund collection	Improve customer experience within the WU Branded ecosystem	Upgrade and optimize our cross-border Platform and Network	Transform our Culture and change the way we work to accelerate growth and promote continuous improvement

Strategic Focus

Improve the WU.com experience and availability	Optimize Customer self-service capabilities and quality of customer interactions (Chat, FAQs, IVR, etc.)	Address technical debt and modernize our enterprise architecture	Create a product mindset and ways of working
Make it easier for third parties and agents to do business with us (integration, tools, customer service model)	Create lovable products through a human-centered design approach	Deliver modern agile technologies (ONE Platform, Dynamic Pricing, Real-time, and Settlement capabilities)	Unleash bottom's up innovation through a more inclusive environment
Rationalize & modernize our products (C2B/B2C and B2B Payments)	Enable customer 360 driving revenue and personalized experiences	Mature Cyber Security	Launch a fresh talent brand to expand our team and increase engagement
Modernize data & analytics ecosystem (pricing, AI/ML, decisioning)	Get our platform ready for new products and third-party offerings	Improve Agent onboarding and experience through better products	Power the organization through data and insights
Create Compliance/Risk Products		Stay compliant with a good customer experience	

Main Key Performance Indicators (KPIs)

Quality	Delivery	Profitability	People	Governance
• First Interaction Resolution: 77% • Defect Leakage: < 80	• Release – Agile Say/Do%: > 80% • Uptime SLA – Retail: 99.91% • Uptime SLA – Digital: 99.34% • Uptime SLA – WUBS: 99.94% • # of Cyber Security Incidents Causing a Production Outage: 0	• 3PS 2020 Target: $310M • S&B 2020 Target: $189M • Total Op Ex 2020 Target: $616M	• WU Listens: 74	• Cyber Security • IT Asset Management

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ETOC Organization Updates

- ETOC has been moved to Infrastructure Engineering and Operations org under leadership of **Malleshwar Karri**

- New IT Supervisor in EMEA ETOC - **Benas Pelikša**

Enterprise Technology Service Center

International Phone Numbers: APAC: Australia +61 2 8208 9760 | Philippines +632 888 1306
EMEA: +32 2 639 7000 (from Europe) | LACA: +506 2506 1590 (from Latin America)
US: +1 303 2248032 (from America)
Short Internal Numbers: WU AVAYA: 6397000 | WUBS CISCO: 010 6397000
E-mail: wutsc@westernunion.com
Hours of operation: 24/7/365

Note: Any urgent production issues needs to be reported by phone

ETOC Management Escalations

Americas:	Asia/Pacific:	EMEA:
Melissa Rosales Office: +506 2506 1590 Abner Sanchez Office: +506 2506 1701 | Mobile: +506 6477 2018	Deiby Chaves Jimenez Office: +506 2506 0203 | Mobile: +506 8724 4299	Vilija Pleskaite Office: +370 5 259 0939 | Mobile: +370 655 44950 Darius Laurincikas Office: +370 5 259 0541 | Mobile: +370 614 21916
Alonso Calderon Office: +506 2506 1041 | Mobile: +506 6056 3794		Linas Skridaila Office: +370 5 259 0274 | Mobile : +370 650 92700

Next Level Escalation – Head of Infrastructure Engineering and Operations

Malleshwar Karri
Office: +1 720 332 1789 | Mobile: +1 303 218 0425

Next Level Escalation – Chief Information Officer

Amit Sharma
Office: +1 720 332 1789 | Mobile: +1 303 218 0425

6

WU TSC Metrix and KPI's

Averages (EMEA):
Emails received per month: **8,500**
Emails sent per month: **4,100**
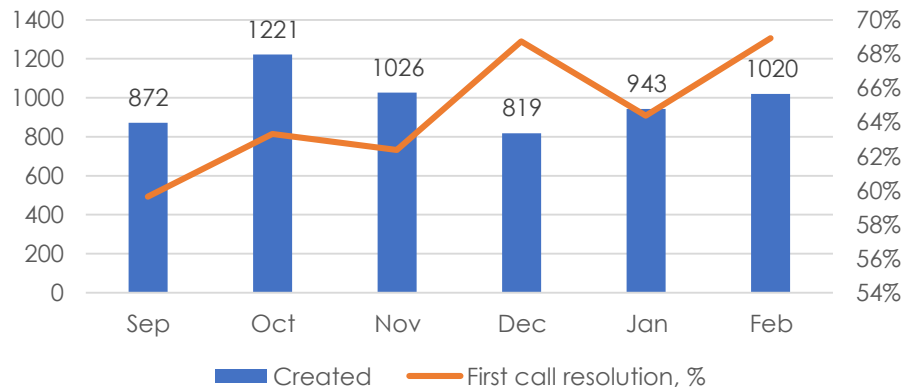Calls per month: **215**
Tickets created per month: **985**
Ticket duration (ServiceNow data): **3.43 days**

Highlights:
First Call Resolution increased from ~50% to 60% or more during 2019

Created tickets (EMEA)

Sep 872, Oct 1221, Nov 1026, Dec 819, Jan 943, Feb 1020

Legend: Created — First call resolution, %

Avg duration of tickets created by TSC (EMEA)

Sep 853, Oct 1191, Nov 1031, Dec 830, Jan 885, Feb 999

Legend: Count of closed ticktes — Average duration (days)

Business application	Ticket count *
Voyager & Settlement	2601
WUPOS	2144
Backend errors	975
Gateway	474
Compliance	323
MTCN	255
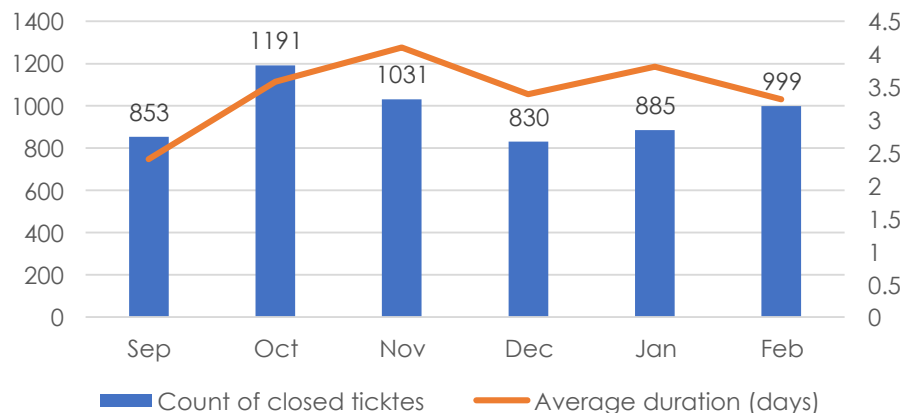
Country	Ticket count*
United Arab Emirates	344
Great Britain	237
Saudi Arabia	187
Pakistan	176
Quatar	172
Russia	151
Jordan	151
Nigeria	139
Malaysia	131
Kenia	128

2019 September – 2020 February data (Global)
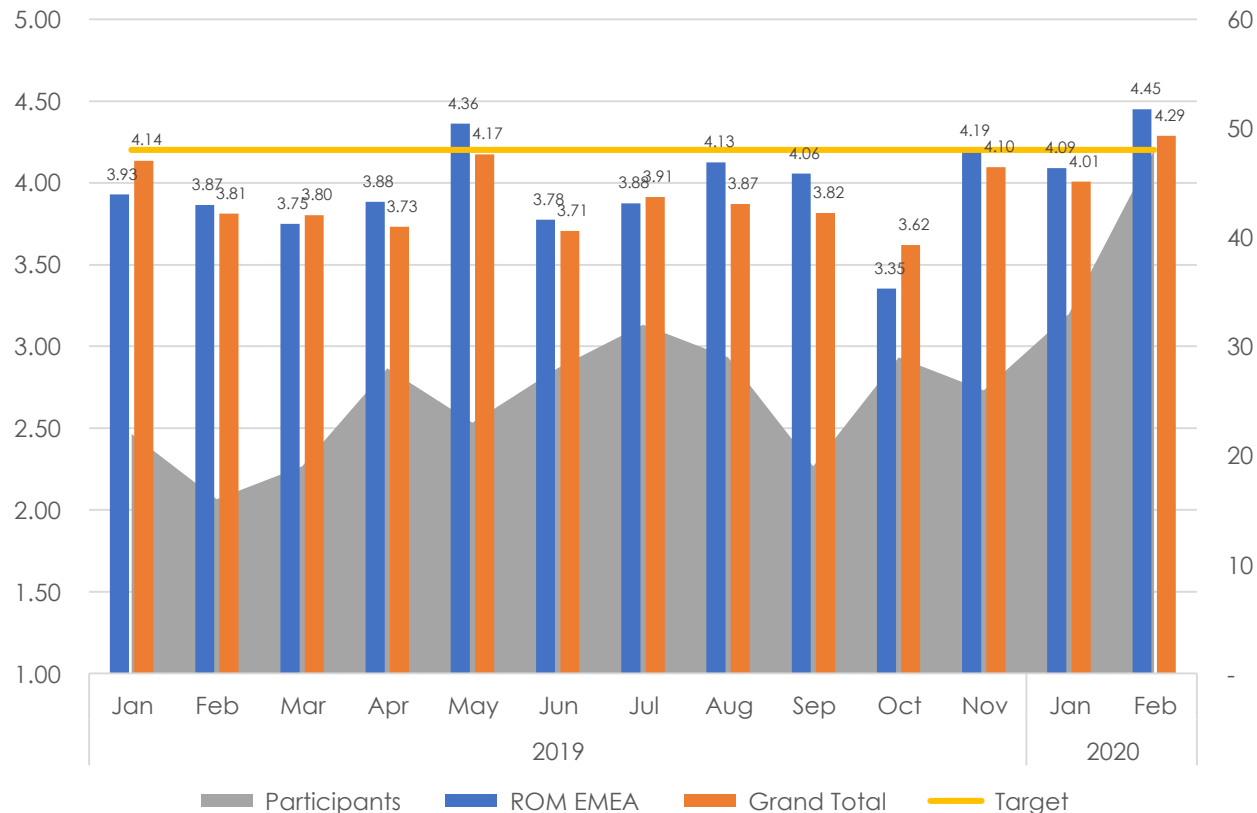
Voice Of Customer

2019 average: **3.9**
Highest evaluation in 2019: **4.17**
Lowest: **3.62**
Target was not met in 2019

<u>Lowest evaluated question (2019)</u>: timely response : **3.7**
<u>Highest (2019)</u>: team having critical knowledge and acting in professional way: **4.1**

On average: **25** respondents
From Feb 2020: Global survey

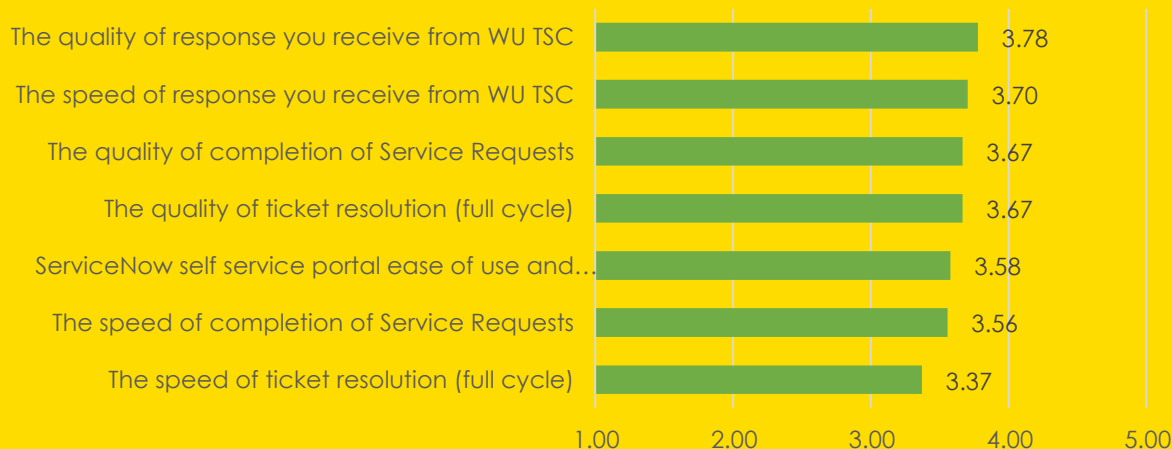**Process to follow up on comments and lower evaluations established**.

8

WU TSC CSAT results

Chart data — ROM EMEA / Grand Total values by month:

Month	ROM EMEA	Grand Total
Jan	3.93	4.14
Feb	3.87	3.81
Mar	3.75	3.80
Apr	3.88	3.73
May	4.36	4.17
Jun	3.78	3.71
Jul	3.88	3.91
Aug	4.13	3.87
Sep	4.06	3.82
Oct	3.35	3.62
Nov	4.19	4.10
Jan (2020)	4.09	4.01
Feb (2020)	4.45	4.29

Legend: Participants — ROM EMEA — Grand Total — Target

Extended survey

In the beginning of 2020 we did an extended VOC survey with additional questions about customer expectations and more detail evaluation of our services.

Detailed evaluation of service

Metric	Score
The quality of response you receive from WU TSC	3.78
The speed of response you receive from WU TSC	3.70
The quality of completion of Service Requests	3.67
The quality of ticket resolution (full cycle)	3.67
ServiceNow self service portal ease of use and…	3.58
The speed of completion of Service Requests	3.56
The speed of ticket resolution (full cycle)	3.37

Expectations:

Response time expectation	1 hour	up to 12 hours	24 hours
Respondents	3	7	11

Update frequency	2 hours	6 hours	daily	2 days	3 days	5 days
P3	2	1	7	7		
P4			4	3	5	4

Resolution time expectation	6 hours	1 day	2 days	3 days	5 days	10 days	14 days
P3	2	4	7	2			
P4		3		6	6	3	1

9

TSC CSAT PSS

- Target: to raise evaluation averages from 3.9 to 4.2

- 2 Root cause analysis sessions with Regional Operations members

- Implementing action plan

- Last month's result:
  - Total average: 4.3
  - **EMEA ROM: 4.45** ⭐

Share your opinion in this month's CSAT:
https://forms.office.com/Pages/ResponsePage.aspx?id=8mc6ziJauE-IEYFfiSTNpm3YXzvKJFVCjkiyN-9QOChURjExWDUzS1M5RTdKRVpFRFM3ODdHTUxBOC4u

10

Overal evaluation
Last: 3.9, 29 responses
All time: 3.9, 222

Customer care CSRs,
Last: 2.8, 5
All time: 2.8, 35

EMEA ROM,
Last: 3.9, 14
All time: 4.0, 105
Prioritized

Others,
Last: 4.4, 10
All time: 4.2, 83
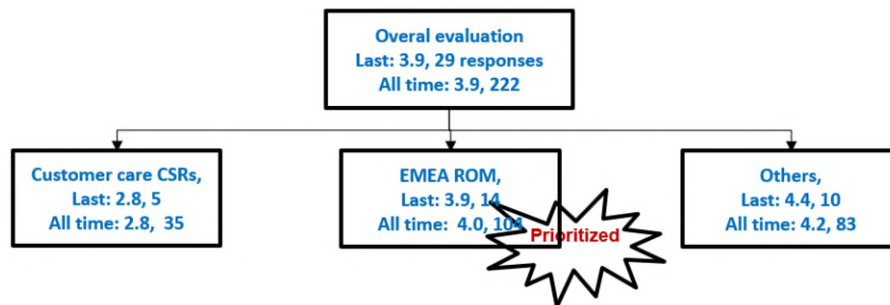
Countermeasures/action plan:

- Separate PSS on ticket duration (MTTR) in progress

- Discussion started about regular update cycle with next tier teams

- Investigating possibilities for ServiceNow Dashboard/ reporting of Agent tickets to ROMs

- Created internal escalation process

- WUPOS configuration document review in progress

- Preparing data collection forms for agents
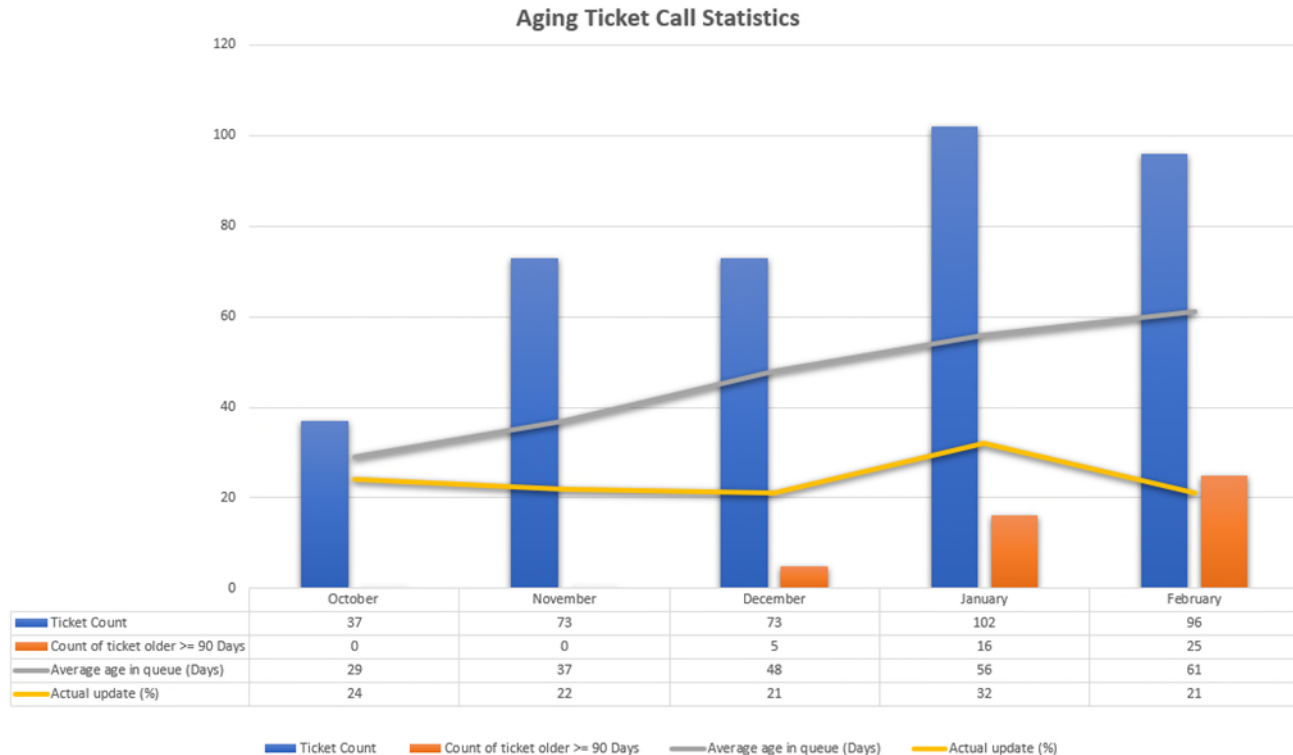
eTOC (L1 Monitoring)

Aging Ticket Call

The scope of this call are tickets:

- Raised for Agents in EMEA region
- Raised via eTOC or SNOW Self-Service
- Outstanding for 2 or more weeks

Biweekly call with 3 regions:
- Europe & CIS
- Middle East
- Africa

Aging Ticket Call Statistics

	October	November	December	January	February
Ticket Count	37	73	73	102	96
Count of ticket older >= 90 Days	0	0	5	16	25
Average age in queue (Days)	29	37	48	56	61
Actual update (%)	24	22	21	32	21

■ Ticket Count ■ Count of ticket older >= 90 Days — Average age in queue (Days) — Actual update (%)

Note: Statistics are for the last 5 months (since we moved to SNOW).

Goal for 2020

Re-new aging ticket program:

- Increase actual updates percentage
- Increase call attendance

To achieve this we need your opinions and thoughts regarding the Aging Ticket Call. The information you provide will help us to understand whether the call is valuable for you, if everything suits your needs and how could we improve.

Aging Ticket Call Satisfaction Survey
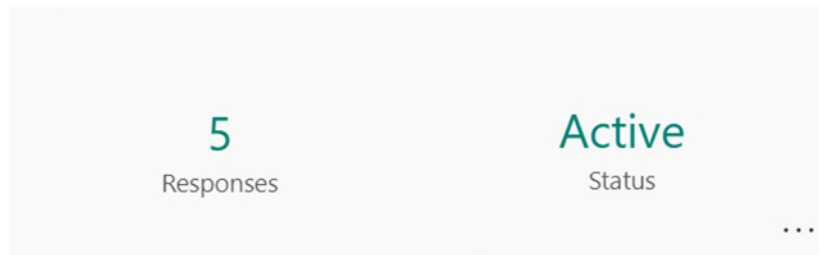
Aging Ticket Call Satisfaction Survey

Service Now – Self Service

**Service Now self-service can be used to:**

- Report an incident or raise a request **to ETOC**

- Report an incident or raise a request directly **to backend teams (Network, Reporting, WU Help desk)**

*Guides on "How To" will be available in ETOC WU Life page*
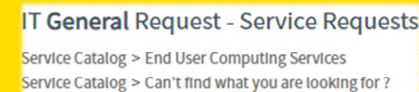
Service Now Self-Service portal

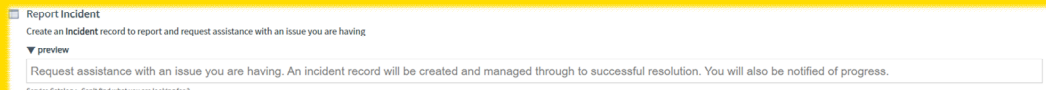- **WUPOS – Service Request – request for ARCplus configurations**

  WUPOS - Service Requests
  WUPOS - Service Requests
  Service Catalog > Money Transfer - Retail Services
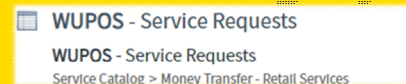
- **Voyager software request – request for Voyager 2.3 installation package with Agent**

  Voyager Software Request
 Send **Voyager** to an Agent
  Service Catalog > Agent and Customer Support Services
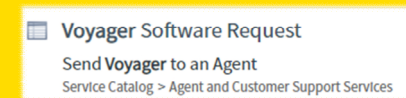
- **IT General Request – request for information, reports, configuration changes, report non-production issues**

  IT General Request - Service Requests
  Service Catalog > End User Computing Services
  Service Catalog > Can't find what you are looking for ?

- **Report Incident – please be informed that choosing this option its automatically routed to WU Help desk**

  (To make sure it gets to us indicate that it should be assigned to ETOC or send us and email with ticket and we will reassign)

  Report **Incident**
  Create an **Incident** record to report and request assistance with an issue you are having
  ▼ preview
  Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.
  Service Catalog > Can't find what you are looking for ?

- **WUPOS – Incidents; Gateway – Incidents; Voyager – Incidents – report an incident directly to ETOC team**

  | wupos |
  | MONEY TRANSFER L2 - **WUPOS** script changes |
  | **WUPOS** - Incidents |
  | **WUPOS** - Service Requests |

  | gateway |
  | WU.COM Vendor **Gateway** - Prod - Configuration Updates |
  | **Gateway** - Incidents |

  | voyager |
  | **Voyager** - Incidents |
  | **Voyager** Software Request |
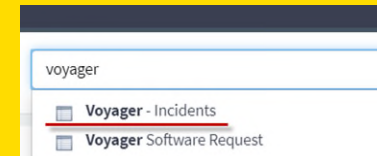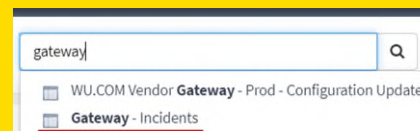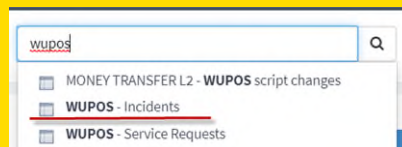
ETOC WU Life

- ETOC updates
- Escalation contacts
- WUPOS and Voyager troubleshooting guides
- ETOC SOPs and Standard Work documents
- Some other Money transfer platform guides and support documents

https://westernunion.jiveon.com/groups/business-operations-center

Spring training Session

Planed in March and April.

Sign up for training:
https://forms.office.com/Pages/ResponsePage.aspx?id=8mc6ziJauE-IEYFfiSTNpg2vAC7t_RtHs30bzFVv_1JUMkhMSkdQUUFNQjNCVlU3NVkxNUVlNlNlWC4u

1 **Money Transfer overview**

2 **Voyager introduction**

3 **WUPOS introduction and commonly used features**

4 **WUPOS security features**

5 **ARC+ introduction for ARC+ users**

Voyager remotes process changes

Problem:

- Voyager installation and troubleshooting remotes take a lot of time (multiple hours at a time, sometimes require multiple days)

- Most of that time is wasted: waiting or rework

Agent's perspective: WU is not able to install their application

Our perspective: most of the delays and challenges caused by agent side issues

Impact:

- Agent's time and experience: a lot of time waiting; not professional, poor support from WU

- ETOC capacity: sometimes we have next 2-3 days fully scheduled with remotes – cannot help with urgent requests.

Solutions:

- Detailed template for agent how to prepare for Installation or Troubleshooting session created and will be sent prior each session

- A list of "must have" requirements provided to the agent: session is rescheduled if the requirements not met (i.e. no administrator permissions on computer)

- Limited time (2 hours) allocated to remote session and communicated clearly to agent. If issue cannot be addressed during the time:

    - Session is rescheduled
    - Action plan (what each side needs to do before the next session) is provided

Request to you:

- Remind agents that local PC setup, accesses and compatibility is their responsibility

Other ETOC updates

Here are some other initiatives, plans and topics from ETOC life

Team did their own look back at 2019, check them out in our WU Life page:

- https://westernunion.jiveon.com/docs/DOC-29631-year-in-life-of-major-incident-management-and-mission-control-etocpdf
- https://westernunion.jiveon.com/videos/6912-%E3%83%84

- **Business Continuity preparation**: Ready for work-from-home scenario, but service levels may be impacted

- **PSS to enhance collaboration**: team started to problem-solve ETOC and Regional Operations collaboration

- **Ticket duration (MTTR) analysis process:** piloted a process to review the long duration tickets and act upon problems identified

- **Great OEI (Lean Maturity Assessment) feedback**: WU Way tools and practices well adopted in the team

- **IT changes**: ETOC taking an active role in POS IT changes process

- **Knowledge base:** migrating the knowledge to ServiceNow and looking for ways to make it visible for Self-service users

IT Projects and updates

WUPOS:

- New TRA mode global rollout almost completed

- WUTA credentials will be expiring if not used in 30 days

- Non-Java WUPOS global rollout being planned

- SafeNet Token on Login removal plans

Voyager:

- Trackpayments to SFG migration ongoing in the region

- Microsoft SQL Server 2014 compatibility patch now available. Team is working on SQL Server 2016 patch

19

Questions?

Thank You!

WesternUnion\\WU

Help Desk

Central point of contact for any technology issues for WU employees and contractors

International Phone Numbers:
APAC: Manila +632 8 662 662 | Australia +61 282089764 |
Hong Kong: +852 3 408 0001
EMEA: All EMEA +32 2 639 7001| Lithuania +370 5 259 0002
LACA: Costa Rica + 506 2506 0011| Mexico +52 55 474 71801
US: Toll Free +1 866 401 0600|US Local +1 720 332 0600

Short Internal Numbers:
WU AVAYA: 123-HELP (123-4357) | WUBS CISCO: 010 123-HELP

E-mail: wu-helpdesk@westernunion.com
Hours of operation: 24/7/365
Note: please call to report any urgent/business impacting issues

Network Operations Center (a.k.a. TSC)

Central point of contact for WU technology production incidents

International Phone Numbers:
APAC: Australia +61 2 8208 9760| Philippines +632 888 1306
EMEA: +32 2 639 7000 (from Europe)
LACA: +506 2506 1590 (from Latin America)
US: +1 303 2248032 (from America)

Short Internal Numbers:
WU AVAYA: 6397000
WUBS CISCO: 010 6397000

E-mail: wutsc@westernunion.com
Hours of operation: 24/7/365
Note: all urgent production issues must be reported by phone

Response time

Few notes on how we and other teams operate and what response to expect

✉ All emails are handled on first-in – first-out basis. **Email response may take up to 24 hours.**

☎ **To initiate immediate response**, you may **call the 24/7 hotline** – that will ensure that we start working on your ticket asap! However, it doesn't guarantee immediate resolution.

✓ TSC **L1 will handle the simple/fast cases** right away (more than 50%)

⚙ For the rest, **ticket will be created** and:
- Escalated to TSC L2 – usually handled within few days
- Escalated to 3rd level teams

3rd level teams work on first-in – first-out basis and depending on the complexity of the issue and efforts needed to fix it, it may take weeks or months.

⚠ Issues can be **prioritized**:
- When there is a **significant impact**/transactional loss
- By adding it to **priority lists**

📢 We can help to prioritize some cases. However, that will delay the response on the others

IT Issue Escalation Process

Technology support teams are dealing with high number of IT issues and inquiries. All reported issues and inquiries are being reviewed as soon as possible and assigned with priority levels.

However, to ensure that your issue gets required level of urgency please follow these guidelines.

1 All IT issues reported by e-mail are processed on first-in, first-out basis and therefore it might take up to 24hours to receive response

2 To prioritize your issue or to report urgent production incident please make sure to call by phone Helpdesk or NOC hotline respectively

3 Should you feel that Technology support team is not giving a right level of urgency for the issue, please request manager escalation (*) at any time

4 For any Technology support process related concerns you may proceed with leadership escalation (*)

* *For your convenience please find NOC leadership escalation contacts on below slide*

Network Operations Center Escalation Matrix

WesternUnion\\WU

International Phone Numbers: APAC: Australia +61 2 8208 9760 | Philippines +632 888 1306
EMEA: +32 2 639 7000 (from Europe) | LACA: +506 2506 1590 (from Latin America)
US: +1 303 2248032 (from America)
Short Internal Numbers: WU AVAYA: 6397000 | WUBS CISCO: 010 6397000
E-mail: wutsc@westernunion.com
Hours of operation: 24/7/365

<u>Note:</u> Any urgent production issues needs to be reported by phone

ETOC Management Escalations		
Americas:	**Asia/Pacific:**	**EMEA:**
Melissa Rosales Office: +506 2506 1590 Abner Sanchez Office: +506 2506 1701 | Mobile: +506 6477 2018	Deiby Chaves Jimenez Office: +506 2506 0203 | Mobile: +506 8724 4299	Vilija Pleskaite Office: +370 5 259 0939 | Mobile: +370 655 44950 Darius Laurincikas Office: +370 5 259 0541 | Mobile: +370 614 21916
Alonso Calderon Office: +506 2506 1041 | Mobile: +506 6056 3794		Linas Skridaila Office: +370 5 259 0274 | Mobile : +370 650 92700
Next Level Escalation – Head of Infrastructure Engineering and Operations		
Malleshwar Karri Office: +1 720 332 1789 | Mobile: +1 303 218 0425		
Next Level Escalation – Chief Information Officer		
Amit Sharma Office: +1 720 332 1789 | Mobile: +1 303 218 0425		