**Transcript**

25 July 2024, 10:02am

 **Mullins, Nicky** 0:05  
Cool.

 **Poovannan, Rajendran** 0:09  
Hope you are all able to see.

 **Mullins, Nicky** 0:11  
Yeah, all good.

 **Mudhar, Arvinder** 0:12  
Yep, so good.

 **Swift, Christopher** 0:12  
Yep.

 **Poovannan, Rajendran** 0:12  
Yeah.  
So just a brief on that jinda, we'll go through the blueprint to first look at the task list, a relationship dashboard and a brief on support review. Greg Yeager is on vacation, so he may not be joining this call. And anyway, he has a separate monthly review as well.  
Hey, going into Blueprint 2, over to you, rich.

 **Burge, Richard** 0:42  
Thanks, poopy. Nikki, did you say Rob was going to join or?

 **Mullins, Nicky** 0:46  
Now he's in California. He's on his way to California at the moment.

 **Poovannan, Rajendran** 0:47  
No, he's on with.

 **Burge, Richard** 0:50  
Oh, he's on his way to California. Lucky fella. No, lucky fella.

 **Mullins, Nicky** 0:51  
Not jealous at all.

 **Burge, Richard** 0:56  
Disneyland or somewhere else? I'm sure somewhere exciting there.

 **Mullins, Nicky** 0:58  
He was 30 San Francisco and working his way down to Disneyland, I think.

 **Burge, Richard** 1:02  
Oh, really? OK, good.  
Preview. If you bring the slides back up there we go so very quickly I QS right where you need to be. There are a couple of actions that you do need to take.  
And Chris, you might be aware of what Rob's been sent recently as far as onboarding's concerned with with your environments and with the portals and users in portals. So I'll just check on that in just a second.  
At the moment, no new phase one cutover.  
We are expecting a new announcement of test timelines at the beginning of August. So in the next week or two.  
We're not expecting a new cutover announcement date in August. We're expecting that to be announced.  
Either October or November.  
At the soonest.  
Expect that's well, I I qualify that as being a good thing because villanetic need to have some advancement of testing being done for them to gauge the quality of the build and whether any cutover is realistic.  
We can't afford another delay. They certainly can't.  
So yeah, from a project management point of view. Ah, hello Andy.  
Be prepared to wait a little bit longer for that cut over date.  
Onboarding, yeah.

 **Mudhar, Arvinder** 2:29  
Just just on that, I mean there's a.  
There's going to be a point where.  
Either we just keep working hard and testing everything, or we stop doing things and wait.  
Do you think we're at? We're at, we're at my preference is we continue to test for long as we can rather than put anything on hold. What? What what's what's various for you on this? Because it just supporting kind of you know probably not just us doesn't know whether market participants in this.

 **Burge, Richard** 2:59  
Absolutely, yeah, poovy, if you could bring all the points up and then I'll talk to them because I think this is the most important one.  
If we think about test involvements at the moment, IQ is practically 0, so you should not be spending time doing any testing for Blueprint 2 right now.  
The ball is in vanguard, the Vanguard group's court, and in particular it's with the control group within Vanguard's court.  
We are saying is varisk do not start any testing until we've done the technical analysis and technical assurance on the market exchanged messages. That's EDI and write back.  
Until.  
That passes our quality gate of canvas information be accepted into recipient system.  
We do not advise you start any active testing.  
It is a few that limos hold as well as the leaders of your customer coordinated testing pillar.

 **Mudhar, Arvinder** 4:05  
OK.

 **Mullins, Nicky** 4:09  
So I think the discussion at the moment though isn't it is around the extent or the scenarios that we want to test that's that's the discussion at the moment. So I think 7 that's why the test team are are heavily engaged in the moment of Marina and others are talking about what are the scenarios, what are the the extent of testing. So yes, there's there's test team involvement, but they're not testing right now.

 **Burge, Richard** 4:16  
Yeah, correct. Yeah.

 **Mudhar, Arvinder** 4:20  
Hmm.  
Test design and criteria management rather than actually doing any testing at all.

 **Swift, Christopher** 4:33  
The Plumb yeah.

 **Mullins, Nicky** 4:34  
Test strategy.  
Yeah. So my understanding and again, but apologies, I am coming in this relatively new that and currently our our range of testing is quite narrow and we really want to broaden that out. It's my understanding and so that's that's the conversations that are happening at the moment of India. And then the second bit of work that's underway at the team is reviewing some of the other artefacts in the data room, allocating them out to other people in the organisation to review and understand the impact to IK.

 **Swift, Christopher** 4:38  
Yeah.

 **Burge, Richard** 4:42  
That.

 **Swift, Christopher** 4:48  
Yeah, that's correct.

 **Burge, Richard** 5:03  
And I'm aware there's a third activity that that Rob robs. Well, it might be coupled under those two, but how your test involvement informs your internal governments governance and sign off?

 **Mullins, Nicky** 5:05  
How was that?  
Yes. Yeah. So you're right. Are we testing 90 percent, 80%. What's the difference if we test a smaller percentage? No, you're right.

 **Burge, Richard** 5:18  
Yep.  
And who and who agrees what that sort of thing? Yeah.

 **Mullins, Nicky** 5:23  
Yeah, I guess he's putting together a paper on that.

 **Burge, Richard** 5:26  
Yes.  
Very good. So .4 onboarding with IQ, I've circled the red blocks where you guys are are sitting at the moment.  
Rob would have.  
As as he is your blueprint to champion received an e-mail from the onboarding team that might be called a chaser or something, but every client's been sent this that e-mail tells you to do 2 things, set up your business users. Now that that they've on boarded your organisation with the right syndicate. So the admin user within IQ can now add other users.

 **Swift, Christopher** 5:55  
I.

 **Burge, Richard** 6:10  
Chris, I don't know if you've.

 **Swift, Christopher** 6:12  
I wasn't aware of that yet, but I'm sure Rob's passed that message on them. I think with Rob now being off, I'm presuming because Hallum's involved.  
He's he's aware of this, but I'll check with him anyway.

 **Burge, Richard** 6:23  
OK. Just so you know, others have received this and they're they're able to start doing that.

 **Swift, Christopher** 6:30  
Right.

 **Burge, Richard** 6:32  
The second part of that is.  
Having your connection details so also in that chase so that bellinetic would have sent our connection details.  
That you sent to us and you need to then complete yet another online form to confirm that everything's fine.  
Once that's done, you move alongside into your.  
Onboarding complete box.

 **Swift, Christopher** 7:04  
OK. And I I presume that's all been put in there, emailed correspondence that's been sent out by bellonettic.

 **Burge, Richard** 7:10  
Yeah, that's right. I will send you the two e-mail addresses that you can do a search in inboxes for, or you can ask someone else to do. I'll send that to you.

 **Swift, Christopher** 7:12  
OK.  
Perfect. Thank you.  
Thanks very much.

 **Burge, Richard** 7:22  
No problemo.  
Umm.  
Okey dokes. Yep, control testing. I I gave a mention of that and us introducing a new quality gate on technical message assurance that's going to be free of charge. We're not doing business scenario testing. We're doing the technical assessment of can this message are we expecting to see every data point in the message that we we know it should be and can it be accepted into Eclipse and SQL claims.  
That's what we're doing.  
More detail not for this kind of monthly review meeting, but I can go into more detail. Chris, I think you were there on Monday in my working group.

 **Mudhar, Arvinder** 8:06  
Yep, Yep, Yep. OK.

 **Swift, Christopher** 8:07  
Yeah.

 **Burge, Richard** 8:10  
And yeah, don't plan to start any test execution before mid to late September.

 **Mudhar, Arvinder** 8:20  
Yeah, I think Nikki and Chris SMS is going to get to Marina, but to which is point, we shouldn't stop doing all of their scenario planning, all that kind of stuff. It's just the actual act of testing. OK, all right.

 **Swift, Christopher** 8:30  
Yeah.  
Yeah, marine is involved in the uh blueprint to like working group that we've got, umm, so she'll she'll be aware of this, but we will just verify that with her.

 **Burge, Richard** 8:44  
If you want to invite me to one of your future ones like we had before, if you think that would be helpful, feel free to.

 **Swift, Christopher** 8:51  
Yeah, I think we've eased off on him a little bit now with the with the with what's been going on 'cause, it's not not needed as many 'cause I think we've having about 3 a week. Umm, but yeah, we can definitely involve you when we need to as well. Thank you.

 **Burge, Richard** 8:58  
Yeah.  
No problem.  
Very good.

 **Mudhar, Arvinder** 9:08  
Hey, thank you.

 **Mullins, Nicky** 9:12  
Sorry. Can I just ask one more question? So I was struggling to come off mute.  
I know you're not going to commit to a date, but that's one point. April is being muted now I'm hearing July.  
Is are we looking more to the the reason I ask is because it, as Andrew knows, we're looking at the rescheduling of other work with VARISK and the the later in the year, the better for us with some other things coming along the tracking Q1.

 **Burge, Richard** 9:24  
Yep.  
Publicly.  
The three options being mooted are April, July and October, so noting those down in calendars, those follow quarter closes for obvious reasons.

 **Mullins, Nicky** 9:51  
Yep.

 **Mudhar, Arvinder** 9:52  
Yep.

 **Mullins, Nicky** 9:52  
Mm.

 **Burge, Richard** 9:54  
I don't think it'll be before July.

 **Mullins, Nicky** 9:57  
Yeah. OK.

 **Burge, Richard** 9:58  
It's hard to say at this stage.

 **Mullins, Nicky** 10:00  
Yeah.  
OK, thank you. OK. So I'm not gonna date where I'm not gonna hold you to that at any date.

 **Burge, Richard** 10:05  
No.

 **Mudhar, Arvinder** 10:06  
Yep.

 **Burge, Richard** 10:07  
I'm.

 **Mullins, Nicky** 10:07  
You just I wanted to check that we were all on the same the same page of the hymn book.

 **Burge, Richard** 10:09  
It's.  
No problem. Nikki and I must qualify that. I am wrong a lot.

 **Mudhar, Arvinder** 10:12  
Yep, Yep.  
OK. Yeah.

 **Mullins, Nicky** 10:16  
But I think if if it was, it's gonna be April, I think they'd be going some and we would know much more at towards the end of July is where we are now.  
OK, that's helpful. Thank you.

 **Burge, Richard** 10:27  
No problem.

 **Poovannan, Rajendran** 10:30  
Thanks, rich. Yeah, and rich, yeah, if you if you have the clashes, you can move on. Thank you. So.

 **Burge, Richard** 10:39  
OK, I'll jump off. Good to see you all.

 **Poovannan, Rajendran** 10:40  
Yeah. Thank you. Yeah.

 **Mullins, Nicky** 10:41  
Great to meet you. Take care.

 **Swift, Christopher** 10:41  
Hi, yeah.

 **Mudhar, Arvinder** 10:42  
Thanks rich.

 **Burge, Richard** 10:43  
Bye.

 **Poovannan, Rajendran** 10:44  
So just to the few of you might already have met Andy, Andy is the programme manager from various side looking at the overall programme and the multiple tracks which is running between Verisk and IQ. So that is going to be a monthly project level governance being set up. So this meeting which we are currently having with move more towards the relationship account and engagement level.  
So the project wise delivery details will move on to the governance which Andy will be setting up in the future. We're still can cover whatever we can and both Andy and me can answer most of your questions.

 **Mullins, Nicky** 11:30  
And I'm I'm having I'm with that distinction. I'm just portfolio programme level, not project level would be my request. I think Andy, you were going to say the same.

 **Gillett, Andrew** 11:30  
Yeah, just could just just qualify them.  
Yeah, it it it? Yeah, I was. I was gonna say the same. And and yes, it's it's the. It's everything we're doing.

 **Poovannan, Rajendran** 11:40  
Yeah.

 **Gillett, Andrew** 11:44  
On behalf of IQ, we'll cover everything and you know very much more in the form of our portfolio schedule and we'll talk about the individual.

 **Poovannan, Rajendran** 11:53  
Projects.

 **Gillett, Andrew** 11:54  
Delivery in the individual projects and and.  
Small changes etcetera in that.  
And you know very much more along the kind of project update. I'd also say I'm not, I'm not actually scheduling it, it's with Tristan's schedule. We're just discussing the moment because we just need confirmation of from I think it's.  
Sorry and I'm I didn't get a name. Sorry. Nikki. Who's your head of it?

 **Mullins, Nicky** 12:24  
Av.

 **Mudhar, Arvinder** 12:25  
That's me. Yeah. Yeah, yeah.

 **Gillett, Andrew** 12:25  
Without you, Arvind. OK, so I I was asking the question carefully because I hadn't been given a name and I was.

 **Mullins, Nicky** 12:30  
No, that's it. That's it. That was like I was like, yeah, he's horrendous guy. Oh, he's here. No.

 **Mudhar, Arvinder** 12:33  
Yeah, yeah, yeah, yeah.

 **Gillett, Andrew** 12:34  
Yeah. Yeah. So avindor, I think what, what Tristan was just going to check in with you, the level of representation you want from various can obviously you know we're quite happy for, you know, to bring along senior representation to to that monthly programme group.

 **Mullins, Nicky** 12:53  
Nice, yes.

 **Gillett, Andrew** 12:54  
Doesn't doesn't need to be board level, but you know we I'm quite happy to bring along somebody like ash, cotton for instance, who's, you know, they had a product.

 **Mudhar, Arvinder** 13:04  
I think there's there's, there's probably.  
Three or four streams of work that are happening with various right now, I think the first one is.  
You're running a bunch of stuff for us. Just keep make sure. Keep making sure that runs and it doesn't fall over. And you know, we get we get good KPIs because.  
Everything that we're doing must support our an existing business. That's one. The second is kind of that blueprint too is that it's a major, major piece of work.  
The third is and there's a bunch of kind of. I'd say I'd put them in the BAU upgrade category. So sequel underwriting upgrade, that kind of thing, that's what aims upgrade and that kind of thing. And the last one is that more strategic stuff, so that that sequel underwriting upgrade, all of those kind of things and where we where we take the product longer term.  
And that's maybe somewhere where we work with the likes of yourselves and and Simon and your product team to think about, well, actually let's let's assume that we can get these upgrades for claims and underwriting and we can work through Blueprint too. Where are the core products going? How are we going to interface those to our to our underwriting work wrenches to our core data marks, all of that kind of stuff because otherwise we get caught up in the day-to-day fixing this thing.

 **Gillett, Andrew** 14:15  
Yeah.  
Mm hmm.

 **Mudhar, Arvinder** 14:27  
The single most important thing of all of those is we have to keep the existing systems running and up and and secure and reliable. But I think that that's kind of almost a given, but we still need to focus on that.

 **Gillett, Andrew** 14:27  
Absolutely.  
Yeah, now understood. And and it was, yeah, it was that. That's the very reason for asking the question.  
When, when? When. Rob discussed and Nikki discussed this with me a couple of weeks ago.  
The we you're very much looking for much more of a focus on product strategy etcetera. So hence you know the reason for the for the question bringing along obviously happy to anyway bring along.  
Roman and you know they the product owner level. I'm just thinking potentially bringing somebody like Ash, Cotton who's head of product and has much more holistic view across across the various products that than the individual product owners for say SQL underwriting or or or claims or anything else. So but we can play that one by ear and just for now, I'll I'll work with Tristan just to get this the.  
Meetings into the diary really. As soon as we can.  
And we'll make sure we have for that well for each meeting, certainly for that first one, we'll work together and make sure we've got a fairly comprehensive deck to kind of catch up on everything. So so we've got that complete view of everything that that we're doing with you.

 **Mudhar, Arvinder** 15:52  
Yeah.  
Yeah.  
I think what we also need to consider is as as we progress through this, we're going to have more and more.  
Components from various supporting our business. So how do they all start to talk and work together? Because right now we've got separate kind of components and systems that sit in your in your cloud estate. What we really want is for us to see it as a single connected piece rather than we've got claims over here. We've got over here we've got.

 **Gillett, Andrew** 16:14  
Mm.

 **Mudhar, Arvinder** 16:28  
That's down to the fact that you know, various have grown by acquiring these, but we want it, we we want to see the value of kind of working with you as a single supplier for all that stuff.

 **Gillett, Andrew** 16:37  
Yeah, yeah, now understood. And again, you know, a good reason to have somebody like ash along and and to make sure we've got some time for that kind of discussion during the.  
The portfolio calls, OK. Understood. Understood. I'll well that that was the understanding anyway from from how Nikki and Robert described how we want this to work so.  
We'll make sure we put the work in and get that first call in the diary. You know, really as quickly as we can.

 **Mudhar, Arvinder** 17:09  
Excellent. Thank you.

 **Poovannan, Rajendran** 17:14  
Thank you.

 **Gillett, Andrew** 17:15  
OK. And good to meet you, arvinda. I'll put a put a a name, a name to a role and a phase to a name at the same time.

 **Mudhar, Arvinder** 17:17  
And you I think.  
Yeah.  
And yeah, and Andrew, I think we've worked. Did you work for when for SQL claims or SQL underwriting or Eclipse at Brit?

 **Gillett, Andrew** 17:31  
No, no, actually, my my shame to say in in the company of probably everybody else here has spent their life in insurance. I actually came from financial markets. I worked in the over in Canary Wharf for most of my career working with.

 **Mudhar, Arvinder** 17:32  
Yeah, OK. Alright.  
OK.

 **Gillett, Andrew** 17:49  
You know, hedge funds and investment banks and so on. So it was actually it's been an it's been a pleasant change moving into insurance because everybody's 10 times nicer.

 **Mudhar, Arvinder** 17:55  
Yeah.

 **Mullins, Nicky** 17:59  
You smoothie, Andre, you smoothie, you work the crowd.

 **Mudhar, Arvinder** 17:59  
Yeah, yeah, yeah, yeah.

 **Gillett, Andrew** 18:01  
So it's, you know, actually it's absolutely true. You know the. Yeah, it's AI wish it wasn't. But sorry, I've I've only, I'd say only I've been in working on the insurance side now for about 6-7 eight years. But I yeah, I don't have the extreme history of most of you have been insurance.

 **Swift, Christopher** 18:01  
Ha ha ha.

 **Mullins, Nicky** 18:05  
No, I know I've been there. I've been there myself. No, true.

 **Mudhar, Arvinder** 18:07  
Yeah. OK.  
OK.

 **Poovannan, Rajendran** 18:25  
Yeah.  
So moving on to the task list, so I'll call out the important items. So sequel claims upgrade, the SRW is fully executed.  
We had two paths when we last met. A fast path for our 2024 November and a happy path in mid Q1. So we are leaning more towards the happy paths and the fast path is looking more unlikely as we progress.  
The timelines we are discussing, we are yet to narrow it down and produce a solid plan, but with the team, Nikki, we have already discussed the plan which we currently have where it is leading into. We are planning to drop.  
Uat, one on this side of the Christmas and UAT two in January and further proceed to go live in February. These numbers need to be validated by the engineering team and that is planned in the following month and we'll keep you updated on that. Then we'll be able to publish a solid plan and track along with that as well.  
On the commercial, yeah, yeah.

 **Swift, Christopher** 19:42  
So.

 **Mullins, Nicky** 19:42  
They're just just sorry, just a apologies last week when we spoken to the deep dive we were talking about fast path, which was a pre Christmas go live and that was being driven by.  
David and people above to to deliver sequel claims ahead of Christmas, so they were targeting October, November. Since then we've had discussions about this happy path which is more a lower risk, higher quality.  
You know more reliability of a delivery and so that's what we talk fast and happy. So fast was November.  
Which we're saying now is is high risk, very unlikely to deliver. So now we're looking at what would be the happy path and where would that land us and hence my questions that start that would push us into Q1 we're currently.

 **Mudhar, Arvinder** 20:21  
Yeah.

 **Mullins, Nicky** 20:28  
The.  
The PAS upgrade is already sitting there and obviously blueprint too as well.

 **Poovannan, Rajendran** 20:32  
Yep.

 **Mudhar, Arvinder** 20:34  
So we can talk about this. I should like it's Chris's business. So you've got to be comfortable that it comes at a point where in terms of business volumes, you can manage it and but also in terms of risk at the point of delivery, you're you're comfortable with it. So we need to work through that with yourself, Chris.

 **Swift, Christopher** 20:52  
Yeah, exactly.  
For us in the claims team, obviously 'cause it's an upgrade, it's not.  
It's not gonna affect us by doing it later if if need be, but it does affect obviously the reserving team and that's why David and everyone like Richard was pushing for it. So I think obviously it'd be interesting. It'd be interesting to get that information as soon as possible because that communication needs to go out to all the people that's going to be impacted by it.

 **Mullins, Nicky** 21:16  
Yeah.

 **Swift, Christopher** 21:20  
But from a closure perspective, yeah, I think from operationally we'll have somebody to test and business as well. So we'll be in a position at whatever point to be able to do that, I reckon.

 **Mullins, Nicky** 21:34  
Well, thanks Chris.

 **Poovannan, Rajendran** 21:39  
Yeah.  
K So Nikki a follow up question which you had answers more towards the commercial and is coming discussed with Simon, what we have given you is something more like a fixed price and we will try to honour it to the best possible extent. Of course I can't give a commitment that will definitely stick there, but if it is within reasonable.  
Ask of the project. We will stick with that. I'll get a much more better narration from Simon once he's back from holidays. I'll be able to commit on that as well. And once we get the project plan in place, I think these both will coincide.

 **Mullins, Nicky** 22:23  
And and that was the the fixed price for the movement to 7.2 and OK, that was it. So it's coming and that's taking into account the six days effort that Chris has been reviewing.

 **Poovannan, Rajendran** 22:40  
Yes. So that is something which we need to work with. Chris and David and Chris are aligned. I believe they want a very stable claims product to be configured and production lied not go about the rabbit hole of enabling all the features and going into the configuration. But that's going to become a TNM engagement completely. So that is something as we get more details, we'll work with Chris and nail it down.  
Few of the things which was not part of the fast part, Chris.  
For this year, the changes which was there, our team is looking at it, what will be implemented, what will be part of the scope and so on. We'll get progressive updates on that. Chris. Yeah, 'cause, that'll be good. 'cause. Obviously we are going to be waiting till January, then then extra items that we'd suggested would be.

 **Swift, Christopher** 23:35  
Very welcomed and obviously we would have the time to be able to do that and it was scope for as well, wasn't it? So yeah.

 **Poovannan, Rajendran** 23:44  
So we'll keep you updated. Pavan is the project manager on that, so he will be sending regular updates. One CS this engineering deep dive completed. I think we'll get start getting regular updates on that.

 **Swift, Christopher** 24:00  
We still likely to get the plan next week.  
'Cause, obviously that was pushed back, wasn't it? And I think that's what we're kind of hoping for and to be able to give that communication out really.

 **Poovannan, Rajendran** 24:11  
We had the review of 1 planned right Chris last week we can share that, but until the engineering team actually looks into it and validates all the final points.

 **Mullins, Nicky** 24:11  
Absol.

 **Poovannan, Rajendran** 24:23  
The concrete numbers will have to wait till August to get it. I will check with Pavan and ask him to send you a note on that, Chris.

 **Mullins, Nicky** 24:30  
Yeah, I think that we maybe we won't get you to this list, but there's some themes coming up around this kind of waiting for perfection and we we just need to get a bit more agile authorities the phrase but.  
Are we are comfortable to receive a draught plan earlier rather than an 100% plan late? And I think that what I'm hearing at the moment there's two weeks elapsing every time we go through a planning iteration with with you guys. So you know our commitment to you is give us a draught plan. We will treat it as draught. We're not going to kind of hold you down to that, but I'd rather see some iterative planning.  
Coming back and forth, back and forth and then we can take it, run away and come back and and finalise those internal discrepancies. At the moment, this kind of lag in planning is really causing challenges for us and we're seeing it in claims. We're seeing it in powers. We're seeing other areas. So if we can commit to you in some way that gives a draught and we will treat it as a draught, please do encourage the team to show it 100% late. Is is really, really difficult and it always feels that the clock stops for various like the focus jumps across to to IQ. And that really isn't isn't the spirit of what we're trying to do together.

 **Poovannan, Rajendran** 25:24  
Yeah.  
Yeah, I think Pavan was planning to send it across. So let me check with them because Mark also requested that along with Chris, so I'll make sure that you receive the plan.

 **Mullins, Nicky** 25:45  
We did.  
Thank you.

 **Swift, Christopher** 25:49  
Thank you.

 **Poovannan, Rajendran** 25:52  
So.  
Jumping on to the reporting queries, Chris, there has been sow which was there earlier, but now we had not request received any updates on the extension or a new SLA in place. So the team has been released. So if any new support has been requested it has to be via the Zendest support. We had received one such request via Ian Welford and we are working on it but I had routed through the support desk so that we can work out how it can be handled.  
Just keeping you updated, yeah.

 **Swift, Christopher** 26:25  
No problem. Thank you.

 **Mudhar, Arvinder** 26:27  
Yep. So just your your point there about claims support budget has been exhausted. If we want more work, do we do we effectively need to kind of work out how we pay for it or?  
Is is it that you don't have any more people left?

 **Poovannan, Rajendran** 26:40  
No, no, no. The people have been assigned to different work arvinder the IQ had a dedicated team of people for a certain capacity each month. Now that's exhausted. So now it'll be routed via the support and based on the request, people will be identified and made to work on that. And based on the ASK, we will discuss whether it is chargeable and how much it is and so on.

 **Mudhar, Arvinder** 27:04  
OK. And it almost sounds like for the next period, we need to just maybe look at how much we put aside if if we were all exhausted it already.

 **Poovannan, Rajendran** 27:05  
We, we.  
Yeah.  
Yes, we need to work out that team is aware of that. So we had budget for claims and underwriting, I believe, Chris. So that's both been the days it's been elapsed. So if we want we can get in that request as well arvinder. But even with the support you can get chargeable work done.  
So SRW is not the only thing waiting it, but the advantage with this will be you'll have a dedicated team available to you.

 **Swift, Christopher** 27:44  
And this was all just from a reporting perspective, wasn't it? Not for like our claim support because we get obviously an hour every month where we sit with our support team to go through outstanding tickets. This is more for what Ian Wealth has been working on the data lake and understanding where tables and things like that so.

 **Mudhar, Arvinder** 27:46  
Yeah.

 **Poovannan, Rajendran** 27:47  
Yeah.  
Yeah, this is more of a Hadoop things which might come up, yeah.  
You're OK with that, arvinder?

 **Mudhar, Arvinder** 28:12  
It was.

 **Poovannan, Rajendran** 28:14  
Yeah, thank you. So just a brief update on sequel underwriting RC1 and RC2 drops have been done as per the plan and I checked internally and reconfirmed that RC3 and RC4 are tracking are tracking to plan. There are no delays expected in this and we are still aiming the Q1 call live for SQL underwriting.

 **Mudhar, Arvinder** 28:43  
OK, I think there's going back to the planning piece. So SQL underwriting going up, going live at the same time as claims all this kind of stuff. We just need to meet it, be very careful about that schedule.

 **Mullins, Nicky** 28:56  
Yeah.

 **Poovannan, Rajendran** 28:56  
Yes.

 **Gillett, Andrew** 28:56  
Wait, wait. Yeah, we we need to. We need to discuss this specifically. Our recommendation obviously would be you know under no circumstances do we try and go live at the same time.  
With sequel claims and their sequel and writing V3 upgrade, it's too much change.  
Far too much overlap.  
And you know, very high risk if we took that approach. So my recommendation is is I think you your preferences to go live with sequel claims first.  
That makes absolutely makes sense for the sequel underwriting project.  
You know, my recommendation will be we go live with sequel claims. I think Pavan was talking around about a 17th, 18th of February date and then we get through the Hyper care period.  
Plus a couple of weeks and then we would look to go live with.  
Segal and writing a minimum of a month later.  
Obviously steering well clear of the month end, so you know potentially that would be a you know, a 17th of March. But but again we haven't discussed any of this and and you know maybe actually for safety's sake you might want to say actually let's wait until April because we've got quarter end and so on you know.

 **Mullins, Nicky** 30:11  
Yeah.  
Yeah. So.

 **Poovannan, Rajendran** 30:19  
Finish the quarter end, yeah.

 **Mullins, Nicky** 30:20  
The high level the conversation I had with Rob before he went on leave was February, claims April pass and then July indicatively Blueprint 2.

 **Gillett, Andrew** 30:28  
Mm.  
Yeah, I'd, I'd say that's that's definitely, yeah.  
I I I definitely agree with that.

 **Mullins, Nicky** 30:40  
But that, that, that.

 **Gillett, Andrew** 30:40  
March is March is pushing it. You know, that's why I was.

 **Mullins, Nicky** 30:42  
Yeah, but but that that's me clunkly putting 3 three things in an order. What we now need from you and the team is what? Where's the kind of dependencies and logic and lead times etcetera that that justify me kind of putting three things in an order.

 **Gillett, Andrew** 30:45  
Yeah.  
Absolutely. Yep. Yep, Yep.  
Yeah. And and there are some clear dependencies we've talked about doing end to end testing on the SQL underwriting programme and that's full end to end that's that's Workbench sequel and writing Eclipse claims and impact. And clearly we don't want to do that on a version of claims and then have to do it again a few weeks later on a later version of claims. So. So again timing on that and I think the timing works it, but it again it's one of those dependencies you talk about Nikki that we need to we need to clearly map out.

 **Mullins, Nicky** 30:58  
So.

 **Mudhar, Arvinder** 31:17  
Yeah.  
Yeah.  
And I think the the other thing for for us, I think this is more fun in the.  
The various products aren't the only things within our environment that are going through major upgrades. So I think we're going to have to build all that stuff in as well. So it's quite a congested sequence in quarter one already already going into quarter two. So we've got a bunch of stuff happening within Workbench and and Q and all this kind of stuff. So that's that's something we'll have to think about, OK.

 **Gillett, Andrew** 31:46  
Yeah.  
Yeah, understood.

 **Poovannan, Rajendran** 31:57  
Can.  
Yeah. So jump into the next item, Blueprint 2 we already discussed.  
Nikki, there are some invoices waiting thing. Po numbers. I have added those details in the next slide that's been pending for quite a while.

 **Mullins, Nicky** 32:14  
Have you have you shared those with Tristan?

 **Poovannan, Rajendran** 32:18  
Christian no.

 **Mullins, Nicky** 32:19  
The Blueprint 2.

 **Poovannan, Rajendran** 32:23  
No, not with respect. I can share the details. So these are the invoices. We are awaiting POS.

 **Mullins, Nicky** 32:32  
Our project manager for Blueprint 2 and PAS.  
He does both. He does both.

 **Poovannan, Rajendran** 32:36  
And pass OK.

 **Swift, Christopher** 32:37  
I think Helen normally looks at this part of this call.  
That's who normally speaks to us in improving on Helen. Helen Norma joins these calls, actually. So I don't know whether she's about.

 **Mudhar, Arvinder** 32:45  
Yep.

 **Mullins, Nicky** 32:52  
No, I haven't. No. Yeah. I didn't say she's accepted this meeting today.

 **Mudhar, Arvinder** 32:55  
Yeah.

 **Mullins, Nicky** 32:58  
OK, so whoever whoever you normally raise, please read back to her.

 **Poovannan, Rajendran** 32:58  
Yeah, I'll.

 **Mudhar, Arvinder** 33:01  
Yeah, yeah.

 **Poovannan, Rajendran** 33:02  
I used to erase it with Alice and I was, so Rob conveyed to me that anything to do with underwriting, it'll be him and other things can be routed through you is what he had advised me. Yeah. So if it's.

 **Mullins, Nicky** 33:14  
That was nice. That was nice.

 **Swift, Christopher** 33:14  
It's kind of it's kind of it.

 **Mudhar, Arvinder** 33:16  
Yeah. Yeah, yeah, yeah, yeah.

 **Mullins, Nicky** 33:17  
Safe, safe from his plane to California. He's like, Yep.

 **Poovannan, Rajendran** 33:19  
Yeah.

 **Mullins, Nicky** 33:21  
So that was that again. Yes, I am Alice's replacement, but Alice's role is is changing as well, so that's why I think we need to make sure it goes to the right team. So yeah, including the e-mail. But I think Helen would be the person that needs to pay these. I wouldn't be able to sign off on them. Yeah. So send it on to me and I'll find out the right person to share it with.

 **Poovannan, Rajendran** 33:36  
Yeah.  
Sure.  
I'll do one thing. I'll publish \*\*\*\* \*\*\*\* with the minutes and separately send out a mail to you. Rob Tristan and Helen Mart so that it it is all bases are covered.

 **Mullins, Nicky** 33:44  
Yeah.  
Yeah, go.  
Yes, apologies, I wasn't aware that you were. I've not received anything from you on this up until just seeing this now so.

 **Poovannan, Rajendran** 33:57  
OK. Yeah, I'll do it. Notice and on the top part of the underwriting licences, there has been a discussion with Rob and the way their licence cost has been worked out has been revised. So these numbers will slightly change. This has now been agreed and our internal team is working on that. So underwriting licence alone will be updated. I'll share those details, yeah.

 **Mudhar, Arvinder** 33:58  
Yeah. OK.

 **Mullins, Nicky** 34:21  
Right. Thank you.

 **Mudhar, Arvinder** 34:22  
OK. Nikki, one thing we're gonna have to do is just just go back to the work that this is internally that Anna and Shivaj are doing just to make sure these philtre into those 2025 BAU costs.

 **Mullins, Nicky** 34:33  
Yeah, great. I'll just launch it done the same thing.

 **Mudhar, Arvinder** 34:36  
Yeah. OK. OK.

 **Poovannan, Rajendran** 34:38  
Yeah. So.  
Moving on to, yeah, we discussed this.  
A quick view on the dashboard on where we are. So our governance of monthly and quarterly are in place. We are tracking, we are having regular attendance on that.  
I am not sure about the last service score which is I need to check that.  
Project the collaboration is working really well. Everybody's aware where we are. There is project plan which needs to be published and tracked. That is something we need to take care of as a whole.  
But we have good understanding of where the project is leading, where we are, what is the expectations, demand pipeline. Both of us have visibility on what we are tracking. So that's also partially in Green, beyond sequel Underwriting, Version 3, Blueprint 2 and claims those are things are not yet discussed because these are really big items which we are tracking.  
And some comfortness needs to be established before we move on to the future. Visibility in this though Rob and Simon are looking towards whitespace straight through processing. There's a different.  
Topic which has been discussed with them.

 **Mullins, Nicky** 35:55  
Yes, but the other one that kinda strikes me is the green for overall rag for live projects. I think without a holistic plan without I'd say that's Amber. I don't. I'm not sure it could be green now.

 **Mudhar, Arvinder** 36:05  
Yeah.

 **Poovannan, Rajendran** 36:08  
OK, I'll update that.

 **Gillett, Andrew** 36:11  
Yeah, I think I think for me that 12 to 20 more four month visibility under demand pipeline. So basically you see saying exactly the same thing. So I'd agree, I think we need to we we need to be amber until we've got the the portfolio governance meetings in place and running and everybody happy with with having a clearview of.

 **Mullins, Nicky** 36:19  
Hmm.

 **Poovannan, Rajendran** 36:21  
Yeah.

 **Mullins, Nicky** 36:32  
Yeah.

 **Gillett, Andrew** 36:33  
Of the work from? Yeah. Certainly from a a planning.  
Perspective.

 **Mullins, Nicky** 36:39  
Yeah, 'cause. Right. Right now, I've been a crudely cost scope time. I haven't got all of those things confirmed. So they definitely can't be green. I'm not not so worried as red, but hence I got to say Amber.

 **Gillett, Andrew** 36:45  
Yeah, yeah, I'm sorry.

 **Poovannan, Rajendran** 36:49  
Yeah, understood. And commercials, we just discussed the invoices, sow will have the claims.  
Srw signed, sorry for the typo. The SQL underwriting though it's a non commercial piece of upgrade to SQL Underrating version 3, the SOW is not yet done. Andy is working with your team to get that in place. We just started that discussion more interested on the acceptance criteria. Yeah and we con.

 **Gillett, Andrew** 37:18  
Yeah. So.  
Yeah, baby. So yeah, I know you and I haven't spoken since yesterday afternoon.

 **Poovannan, Rajendran** 37:24  
Yeah.

 **Gillett, Andrew** 37:25  
But I agreed with Nicky that we will have the statement of work, at least in good draught, by the end of Wednesday next week.

 **Poovannan, Rajendran** 37:36  
Wow, that's great progress.

 **Mullins, Nicky** 37:36  
Well, I think we said no, I didn't say it by the end we said for the meeting Wednesday morning.

 **Gillett, Andrew** 37:40  
For the meeting Wednesday morning. OK. It it's advancing. So let's just talk offline, PV.

 **Mullins, Nicky** 37:43  
So we can just.  
So that we could discuss it in the meeting.

 **Poovannan, Rajendran** 37:47  
Yeah, got it. Thank you.

 **Gillett, Andrew** 37:48  
But you know, as as just to be clear, you know that will be drafted, it won't be in through legal and so on so.

 **Mullins, Nicky** 37:54  
An absolute plan with that.

 **Poovannan, Rajendran** 37:55  
Yeah, yeah, yeah.

 **Gillett, Andrew** 37:55  
I don't. I don't think that's a major ask really. I think it's a.

 **Mullins, Nicky** 37:59  
Cool. Thank you.

 **Poovannan, Rajendran** 37:59  
Yeah, but that's a great progress from where we were last week. So yeah, really appreciate the efforts.  
So.  
Yeah, ask Nikki arvinder. Chris and Rob has been saying we need to be more transparent and upfront with the planning and details. So that's why the customer satisfaction in still tracking in Amber.  
I think otherwise we are well, good on collaboration and how the partnership between the two companies, yeah.  
Yeah.

 **Swift, Christopher** 38:40  
Just a shout out as well for Ray as from our support team. She's she came in the office last week, spent the whole day. We got some good benefits from that. To be honest, we've managed to clear a lot of outstanding tickets, lots of issues that we had. And then she also came into the office yesterday to do a bit of a training session, which was successful as well, just to show the team a better way of being able to action some of the review tasks and things. So yeah, just a shout out for Ray's.

 **Poovannan, Rajendran** 39:12  
That's really good news and the the show and tell was last week and yesterday was also very reassess it, Chris. OK, we'll definitely pass on the good work. Thank you.

 **Swift, Christopher** 39:18  
Yeah, yeah.  
Thank you.

 **Poovannan, Rajendran** 39:24  
Just wanted to highlight that there is a various insurance conference coming up in September 1st of requesting.  
Your team to get registered, I think Chris, yourself and your team, few of them have registered but not received.

 **Swift, Christopher** 39:38  
Yeah. I think Rob has as well.

 **Poovannan, Rajendran** 39:40  
Yeah, not many people have received. Yeah.

 **Mudhar, Arvinder** 39:41  
Yeah, I think I'm. I think I'm registered if you can, if you can check for me. I mean, I hope I am, yeah.

 **Poovannan, Rajendran** 39:46  
I will check that arvinder.  
Thank you.  
So in Greg's absence, I'm not deep diving into this. Normally, Greg has a separate monthly call for the support.  
We are moving forward as progressively we can see the number of tickets sold is increasing than the number of tickets being created.  
That's an just one indication, but overall the support issues have been reduced and the Greg's team have been looking at solving the root cause problems to alleviate some of the pain points. We are still tracking towards it and we'll get much more detail in Greg's meeting the coming weeks.

 **Gillett, Andrew** 40:38  
I'm poovy just just.  
I suspect everybody else knows the answer to this, but was there a specific change back in April that has kind of because it looks like there's an obvious kind of jump, an obvious change?  
In April.

 **Swift, Christopher** 40:55  
The data migration happened in May in April.

 **Poovannan, Rajendran** 40:57  
Yeah.

 **Gillett, Andrew** 40:58  
Is that the one? Yeah. OK.

 **Poovannan, Rajendran** 40:59  
Yes, and that project was successfully completed. So yeah, that's 1.

 **Mudhar, Arvinder** 41:02  
Yeah.  
Yeah.

 **Poovannan, Rajendran** 41:07  
Once this is done, I just wanted to hear view of views on the issues on not able to access various products and the overall outage global outage which everyone faced. Chris you reached out to me regarding the claims product. Just wanted to get your feel what I understood from all the other.

 **Swift, Christopher** 41:23  
Yeah.

 **Poovannan, Rajendran** 41:30  
Product news is around is we were tracking to plan along with the others.  
Your services would have been hubbed by 2:00 PM on Friday. Is that right? Somewhere on that time.

 **Swift, Christopher** 41:44  
Yeah. Yeah, they were up back up and running. But yeah, we still couldn't agree claims or anything I saw. I think the communication was out to us that, you know, all services are back up and running. But I know right back isn't your service, but that still prevented us from being able to action on on the system. So we were still actioning outside of SQL claims.

 **Mudhar, Arvinder** 42:04  
Yeah. And I think that that's a good point, Chris. So there's a.  
There's a difference between it's all up and running to actually can we use it? And I think what we got around 2:00 o'clock was it's all up and running. So I think it, we just need to be I think well you need to be clear in the future if something that happens again.

 **Poovannan, Rajendran** 42:16  
OK.

 **Mudhar, Arvinder** 42:23  
That just because the server's up when the application's up, what business service is running that because we it in a day where there was mass confusion that that added to the confusion.

 **Poovannan, Rajendran** 42:36  
OK.  
Arvinder, how do you think we can specifically improve one is the communications, but.  
Where the interim updates on the outage, all those things, anything from your view which the risk could improve on.

 **Mudhar, Arvinder** 42:52  
I think you you almost need to create a template of. Here's all. Here's all the cert by by clients. If you treat us as a client, here's all. Here's their the five or ten services. And then here, here are the business.

 **Poovannan, Rajendran** 43:00  
Yeah.

 **Mudhar, Arvinder** 43:06  
Functions those services support now some of that may be asked, and that may be you and it almost create a rag against those. So have that ready in your back pocket next time something happens which might be newer infrastructure or infrastructure wherever it is you put it up and say here's where we are. Here's the timeline. I think that that would really help because I think some of some of it was going to Chris, some of it was going to someone else. We just needed a kind of a a single view of of.  
What we could and couldn't do.

 **Poovannan, Rajendran** 43:37  
Understood. Point taken. Yeah. That clear dashboard kind of template showing the different services and business function would help, but I thought people had been part of a distribution list. They all received the same communication. Isn't that right, Chris?

 **Swift, Christopher** 43:54  
I think it was going to an apps team in it which I don't know when when that was set up or by who. But yeah, that that would obviously need to be changed. But now I presume that because I was getting multiple updates following the communication with you later on, so I presume I've now been added to that list. But suppose we just need to verify that really who's on that distribution list?

 **Poovannan, Rajendran** 44:13  
OK.  
OK, so is the best person for this will be Tristan to coordinate to check the distribution list and the people who is part of it.

 **Swift, Christopher** 44:26  
I suppose, yeah. If you want to send it, send it through to us. In this call. You know when when Rob's back as well, obviously we amongst ourselves, we will be, I suppose the key key stakeholders that will deliver that message back to the business.

 **Poovannan, Rajendran** 44:43  
Will do, definitely. I added a rob in the last minute and he said he's not receiving it over ruling the distribution list. Yeah, we need to get this sorted out when things are normal. Understood.

 **Mudhar, Arvinder** 44:55  
Yeah.

 **Poovannan, Rajendran** 44:56  
Yeah, and arvinder, I will pass on the details about the template type of dashboard being published and not just a blanket statement or other services are up and running, understood.

 **Mudhar, Arvinder** 45:03  
That'd be great.

 **Poovannan, Rajendran** 45:10  
Greg was very happily communicating to other customers, saying that we beat DXC by three hours in making the services up. So yeah, these are improvement point, which we definitely want to have available. Thank you.

 **Mudhar, Arvinder** 45:21  
Yeah.

 **Poovannan, Rajendran** 45:30  
Any other questions or clarifications, Arvind though, Vicki.

 **Mudhar, Arvinder** 45:36  
That was good for me.

 **Mullins, Nicky** 45:39  
And give Me 2.

 **Swift, Christopher** 45:39  
No, thank you.

 **Poovannan, Rajendran** 45:41  
Yeah, Andy.

 **Gillett, Andrew** 45:43  
Nope, nothing from me. Thanks.

 **Mullins, Nicky** 45:45  
Actually I just I will just do one thing, just just for awareness because I think it's it's it's appropriate for this level rather than the project level working groups. But for your awareness we will be having some changes of personnel within the IQ underwriting teams. And so I think I've mentioned you already and you would have seen some new faces start to to attend the calls. So Tristan will be leaving us during the next couple of months. So we are currently recruiting a replacement in terms of a sequel product manager, Mark Sandy will also be be leaving us in the next couple of months as well.  
And we'll be moving from a project management structure to a product management structure. And I think this will work really well with with you guys. I think it'll really help us to to do the work we've talked about holistic planning, road map, looking ahead.  
But just just to let you know, there will be a change in some of the stakeholders internally, but we already have seen is Tom Gig has started to attend.  
As the new Agile delivery lead, he will be be accountable for sequel and he will be joined by a sequel, product manager, who we're currently recruiting externally. So.  
Just know whether you there will be some change in stakeholders, but there will be overlapping. We're not aiming to have any gap between between leaders of those projects.

 **Poovannan, Rajendran** 46:57  
OK.

 **Mullins, Nicky** 46:59  
OK. That's just just for awareness that it was more appropriate to raise at this call rather than at some of the the actual delivery calls where those people are present obviously.

 **Poovannan, Rajendran** 46:59  
Thanks for that update.  
Yeah, Nikki, I'll try to put together in our chat as I understand it and maybe we can refine it so that I'll also produce something similar from where is side, so that we have both, yeah.

 **Mullins, Nicky** 47:15  
I was gonna say holistically it would be brilliant to have, like a yeah, a joined up org charts of of of everybody would be really useful please.

 **Poovannan, Rajendran** 47:24  
Yeah, yeah, yeah. It'll be easier for you as well to reach out to somebody here. And where is very quickly. Yeah, I'll prepare them and share it with you.

 **Mullins, Nicky** 47:31  
That'd be helpful. Thank you.  
Cool. Thank you.

 **Poovannan, Rajendran** 47:35  
Hey.

 **Mullins, Nicky** 47:36  
And.

 **Gillett, Andrew** 47:36  
And Peevy, can you make sure you don't send that across until the recruitment's completed on the IQ side?

 **Mullins, Nicky** 47:42  
Yes.

 **Poovannan, Rajendran** 47:45  
It's a moving target, Andy, so.

 **Gillett, Andrew** 47:45  
Ha ha ha.

 **Mullins, Nicky** 47:46  
But let let's do one. Let's do one in terms of roles. First, I think, you know, like the roles and then we can we can change the people in some of them, but it is you know this is a strategic move for us. When I say we're moving from project management to product management. But actually I think that means that for Verisk, you will have better continuity. Everything will come through a single pipeline at the moment with the project management, everyone's competing for airtime and you know as you know organizationally we have two halves of the business and they're both competing. So I think this will actually give better transparency all round internally and externally.

 **Poovannan, Rajendran** 47:54  
She.  
Yeah, it will. It will, yeah.

 **Mullins, Nicky** 48:23  
And then as it normally Susie will attend rather than myself, because she's accountable for 1856. But I'm just here as her deputy today.

 **Poovannan, Rajendran** 48:24  
Thank you all.  
Yeah.

 **Mullins, Nicky** 48:33  
Alright, thank you very much for organising that. Thanks for coming along.

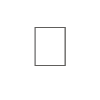
 **Poovannan, Rajendran** 48:33  
Thanks. Thank you.

 **Mudhar, Arvinder** 48:36  
Thank you. Right. Right, bye bye.

 **Poovannan, Rajendran** 48:36  
Thank you. Cheers, bye.

 **Swift, Christopher** 48:36  
Thank you. Bye. Yes, that's all. Thanks. Bye.

 **Gillett, Andrew** 48:37  
Thanks old bye bye.

 **Poovannan, Rajendran** stopped transcription