

Version History

| <i>Ver. No.</i> | <i>Authors</i> | <i>Date</i> | <i>Reviewers</i> | <i>Review Date</i> | <i>Release Date</i> |
|-----------------|----------------|-------------|------------------|--------------------|---------------------|
| 1.0 | Practices Team | 27-Aug-2018 | QMF | 31-Aug-2018 | 03-Sep-2018 |
| 1.1 | Practices Team | 18-Feb-2019 | QMF | 18-Feb-2019 | 18-Feb-2019 |
| 2.0 | Practices Team | 29-Nov-2019 | QMF | 13-Dec-2019 | 16-Dec-2019 |
| 3.0 | Practices Team | 02-Nov-2020 | QMF | 06-Nov-2020 | 10-Nov-2020 |
| | | | | | |

Change History

| <i>Ver. No.</i> | <i>Section</i> | <i>Date</i> | <i>Change Information</i> | <i>RFC No.</i> |
|-----------------|----------------|-------------|--|----------------------------------|
| 1.0 | All | 03-Sep-2018 | New Release | - |
| 1.1 | 7.1 | 18-Feb-2019 | Consequences of POC Failure case added | Document Modification Form |
| 2.0 | All | 16-Dec-2019 | Annual Review | - |
| 3.0 | All | 10-Nov-2020 | Annual Review | - |
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Practices Process

1.0 Objectives

The objective of this document is to define the process for the Practices Team.

2.0 Scope

This process applies to all the processes, and / or sub processes under the purview of the Practices Team.

3.0 Policy

3.1 Policy Statement

- Provide optimal solutions and leverage technology upgrade in the organization

3.2 Framework to Support or Implement this Policy

- The stated policy is implemented as per the procedure mentioned below

4.0 References to (checklists, forms, guidelines, lists, standards, templates, other processes)

| Process Element | Description | ID |
|-----------------|----------------------------|------------------|
| Checklists | Review Checklist | QMS-L4-CK-PRT-01 |
| Forms | Risk Management Plan | QMS-L4-FR-MR-03 |
| | Our Understanding Document | QMS-L4-FR-PRT-02 |
| | Estimation Sheet | QMS-L4-FR-PRT-03 |
| Guidelines | NA | |
| Lists | NA | |
| Standards | NA | |
| Templates | NA | |
| Other Processes | NA | |

5.0 Entry Criteria

| Inputs | Source Processes |
|-----------------------------|------------------------------------|
| Requirements for a solution | Sales |
| Request for a Proposal | Requirements or Minutes of Meeting |

6.0 Responsibilities

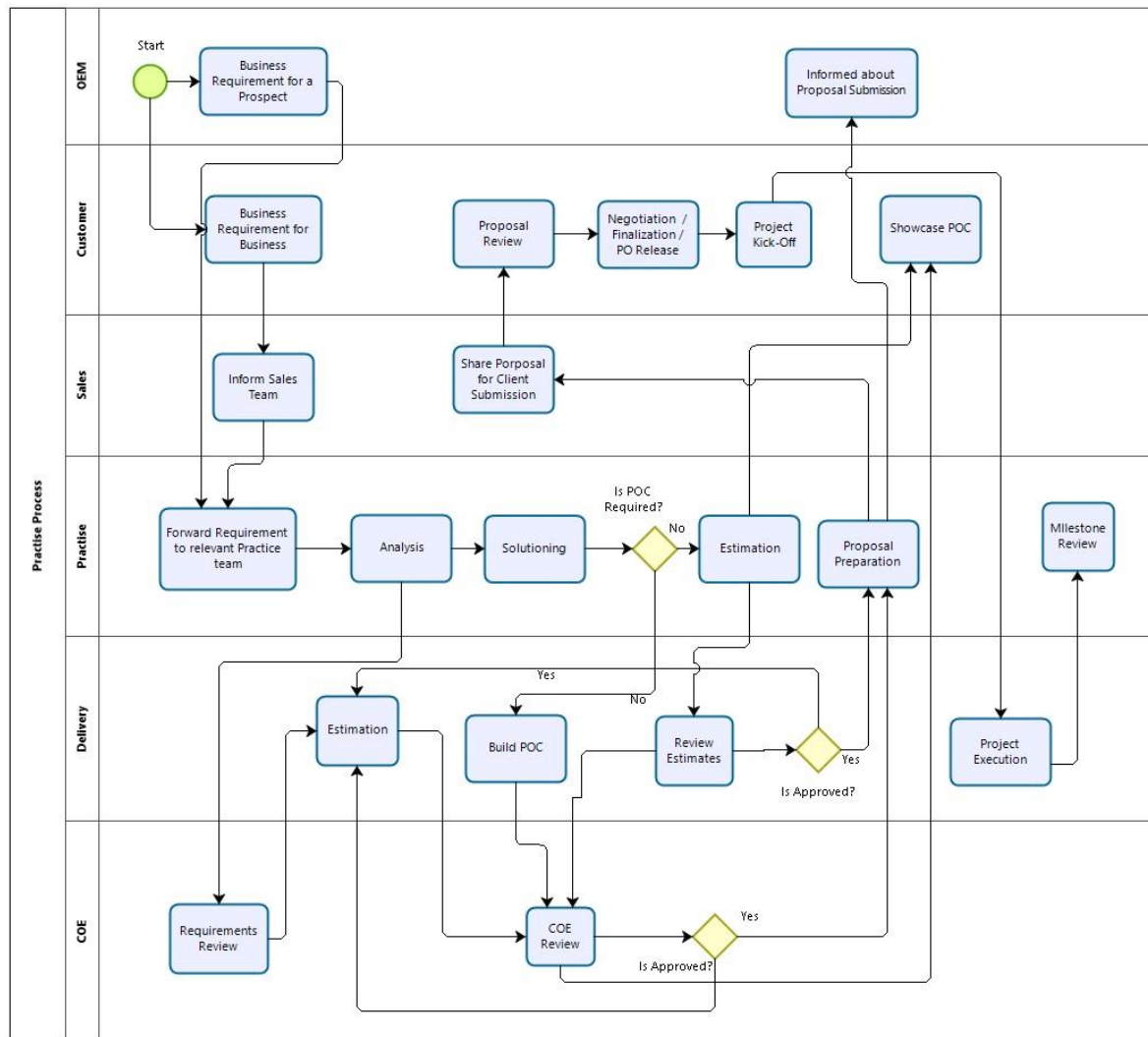
| Role | Responsibilities |
|---------------|---|
| Practice Head | <ul style="list-style-type: none"> • Set objectives for the function in tandem with organization objective • Ensure revenue as well as other defined goals achievement; • Identify & align with strategic OEM relationship • Revenue generation |
| Practice Lead | <ul style="list-style-type: none"> • SME • Solutioning & presales assistance • Revenue responsibility for the practice • OEM alignment |

| Role | Responsibilities |
|---------------|--|
| Presales Lead | <ul style="list-style-type: none"> • Work in tandem with the practices leads in presales • OEM alignment • Revenue generation |

7.0 Process Description

Practice is a niche services function provided to the customers with innovative and business transformative solutions.

Overview Diagram



7.1 Procedure for Practices Function

- Practices Team is associated with an engagement when there is initiation from any of the following points of business
 - The OEM has forwarded a business requirement from a prospect

- The existing customer has initiated a need for some business requirement
 - A new customer is approached for services thereby addressing or generating new requirements and engagements
- The team, performs the similar procedure in any of the scenarios, except the initiation for the task has a different beginning
 - Practices team is involved once the requirement has been identified or intimated by the respective point of source.
 - Team analyzes the requirements and drafts it into a document which can clearly understand the business needs
 - Along with the analysis, the Practices team also drafts a possible solution for the requirement at hand
 - Members from the Centre of Excellence (COE), review the requirements and forwards the requirements to the Delivery to provide the estimates
 - The draft estimates are viewed by the COE, and in case of any changes or queries are reverted to the Delivery for modifying the estimates.
 - Practices team on proposing the solution, check if a Proof of Concept (POC), is to be provided for the proposed solution.
 - In case the POC is to be developed, the Delivery Team assists in building the POC, submits the same for the review with the COE
 - Any review changes are fixed by the Delivery team, as suggested by the COE
 - In case, failure of POC, consequences are reviewed by COE team for improvements
 - The Practices team showcases the POC with the estimates to the customer
 - If the customer has not requested for any POC, the Practices team prepares the draft estimates and shares the same with the Delivery team for review.
 - The COE reviews the estimates after the Delivery team has accepted the draft estimates from Practice team
 - The review comments are discussed by the COE, Delivery and Practice team, any changes are modified and on approval of the estimates the proposal with the estimates is prepared
 - The proposal that is drafted is reviewed internally by the team, and forwarded to the Sales team, which in turn will share it to the customer
 - The customer reviews and queries, if any, are resolved
 - Negotiations, Finalization and receipt of Purchase Order (PO) is the next step once the proposal is accepted after all queries resolution
 - The project is set for execution after the project kick-off meeting is initiated
 - Monitoring is done on a regular basis based on the phases or the milestones identified in the project plan.

8.0 Quality Mechanisms

- Review Requirements
- Review Estimations
- Review of Proposal

9.0 Quality Objectives

| Sr. No | Objectives | Responsibility | Frequency of Measurement | Reporting of Measurement | Target to Achieve |
|--------|--|------------------|--------------------------|--------------------------|-------------------|
| 1 | Business & revenue generation; reduce the dependency on limited revenue models | Generate revenue | Monthly | Practice Revenue Report | 100% |

| | | | | | |
|---|--|----------|---------|-------------------------------|---|
| 2 | Business & technology based solutioning, OEM Relations, Delivery handholding during implementation, documentations | Presales | Monthly | Number of proposals submitted | Value of proposals to be 2.5 times the target |
|---|--|----------|---------|-------------------------------|---|

10.0 Identified Risk

- All risks identified for the process will be recorded into the Risk Management Plan (RMP)
- Risks will be reviewed and monitored as per the agreed schedule

11.0 Exit Criteria

| Outputs |
|--|
| Requirements Gathering or Minutes of Meeting |
| Requirements Review |
| Proposed Solution Document |
| Estimation Sheet |
| Proposal |
| Purchase Order |
| Project Schedule / Work Breakdown Structure |