Genpact client process running at Pocharam, Hyderabad provides services to customer Retail Business Services LLC. AHOLD Delhaize which is country's most established and best-known supermarkets. The current PCI assessment for this focused on the Retail Business Services LLC., which is the service company of AHOLD Delhaize. Hereafter Retail Business Services LLC. referred as Genpact AHOLD in entire report. The current Genpact AHOLD Process running from Genpact Telangana location ~~and having a BCP cold site at Kolkata~~.

**Storage**:

The Genpact AHOLD agents currently have a role with payment cards and have visibility for full card numbers in customers environment as per process which requires performing a research on customer claims on the payment disputes occurred at various stores point of sales. Genpact AHOLD does not have any storage of card data in local environment.

**Transmission**:

The Genpact AHOLD process running at Pocharam currently have visibility of full card numbers only in customer AHOLD environment which is access by using Citrix session over private connectivity (~~SDWAN~~ MPLS) configured by ISP ~~Aryaka~~ TATA.

**Processing**:

The Client process in Hyderabad requires Genpact team members to access the customer credit card information to research on the claims made by them (customer) for incorrect billing transactions. Resource at Genpact needs to access the information to research and conclude on the cases by case basis if customers’ needs to be refunded the amount. Based on the research done, Genpact resource needs to attach relevant back-ups in various bank sites. If findings with back-ups are not attached at the bank sites, banks will make the refunds to the customers as per due dates. Entire processing of card data resides in customer environment.

Genpact AHOLD agents at Pocharam, Hyderabad access these scanned images and EXCEL based reports using Citrix sessions to access applications hosted in Client network (Genpact does not have any ownership or configuration controls over these applications). These scan images & EXCEL based reports contains complete 16 digits Card number used by the agents to reconcile & post the findings into bank web sites after manually masking the card number, hosted at Client network which accessed using Citrix session over private connectivity (~~SDWAN~~ MPLS) only.

Genpact AHOLD agents at Pocharam, Hyderabad access the client hosted applications using Citrix session over private connectivity (~~SDWAN~~ MPLS) configured by ISP ~~Aryaka~~ TATA. The agents can view scanned images and EXCEL based reports which contains complete 16 digits Card number. The agents cannot copy anything from Citrix environment to Genpact environment, Genpact Agents have only capability of view full Card numbers so Genpact AHOLD process does not have direct ability to impact the security of cardholder data.

**AHOLD Process Floor** - Genpact India Private Ltd, Building No. 8, Raheja Mind Space, AHOLD Production Floor at **5th floor Pocharam**, Ranga Reddy, Secunderabad, Telangana - 500088

**Datacenter** - Telangana: Genpact India Private Ltd, Building No. 8, Raheja Mind Space, AHOLD Production Floor at **5th floor Pocharam**, Ranga Reddy, Secunderabad, Telangana - 500088