A project to align

0.25 FTE

Keep Rahul Bhalla informed ask him for help , any tcoe, keep him informed

Two meeting

Reach out to him

Make sure he is is onmformed on everything

I will lead this

What is the scope

Scope

Duration

Questions to ask:

Jally is Wasturn Process lead

Alex is the site lead (Rahul says he is a very good person)

Suzan is very demanding but don’t succumb to what she asks for ,

Just foloow ur methodology

Ask her about

Ask her about the layoput of the plan

Who is the operations manager for this

Whom will I be directly working with

Where are we at this particular project,

What is the end objective of this project,

Is the SOU signed bwteen Convera & EXL

What is the oprganisation tree looking like

If it is an existing client there should be oexisting organization structure

Is there any ramp up happening,

How many FTE project this is

Don’t mind but just letting u know I might have subsequent questions

Answer:L

Midst of pandemic

Lithuania

Training

Went live

24 member team

One entity business acanvera

Western union requires support

In a timely manner

3 team members

Convera

Timelines

Accounts payable process

34 member team vendor creation ,

SOW

3member team to Canvera

They know the process -we should prepare timelines, all acess are done

Done

Western union al;so wants this to be done

Project solutions

Western union requires is project management like timelines , risks setting the meetings, based on the decks

Shift time : Within ur time wu & convera work in US time, setting up meeting but not too late within 10:30

Process in scope for WU: : Same process :

Western Union Business Solutions: Process in scope in Convera: accounts payable sub process-vendoir cre4ation & amendment , create PO , involice processing, payment processing , concur & corporate card adminsitstartion. This is the part that I am going to go for

Solution design and steady state

What kind of documentation to be done

What the documentation of porpoer sop ,

Call summary:

Western Union work we started in 2020

Went live in June 2020

We have 34 member team

A part of of Western union or entity called as Western Union Business solutions & that entity is being sold to Convera .

We want them is to seprate the two where Canvera will be Canvera & Western Union will remain with WU

This where Western union requires my support that it is done in a timely manner.

When we are referring to Canvera there are 3 resources assignes.

So this is where my support is required how are wqe going to transition that.

Canvera has appraocahed us to support them but during the TSA period will be doing it though Western Union.

But 3 team members we have assigned them for Canvera.

To move all Western Union business to them & we are working on it.

You will be doing the transition from Western Union to Canvera.

It is Convera

This is done by 34 member team is done by EXL

The books that are being done or sold is done by EXL

Moving a certain portion of business to Canvera & this is what I weeill be managing.

As of nmow there is communication between western union & canvera

We have told that we will bring in project manager who will lead this transition.

I will be the project manager who will be transitioning the process form western Union to Convera.

There is an agreement between

Processes in scope , currently these are done by EXL .in exl we are supporting WU. In Kochi.

Canvera approached to WU

We are moving the 3 resources from WU & that is part is easy as those know the process

We should prepare timeliness , all acess , it should be documented

Western Union also wants this to be done to be Convera, what all Canvera & western union needs is to be

What western union requires seeting up of meeting for them, timelines & updates. Project management support like identifying the risk, timelines , setting u[p of meetings,

What is happening is the seprating the business within EXL

Canvera part is known as WU Business solutions

Not only transition between

Time

There are multiple entities in Western Union & out of which we aree going for one entuity which is WUBS

6 PM MEETING IS WHAT IS REQUIRED

Call 2:

* For Western Union what is required is setting up of meetings, provide timelines & also provide updates on the transition. Can uelaborate here: Provide timelines is something that client mentioned so it can be project plan , target dates on calandar, organizing that , for western union what is updated ,
* **Take a copy of TSA agreement.:** TSA is between Convera & WU , he does not have the copy , he is suggesting that they soon have plans to introduce me to the client WU then you can ask the same.
* **There is no trainer required right as these 3 resources are already have knowledge**: No trainer is required; the work is already being done in Convera only. What they are aware is that I have to get involved in AP aspect only as of now. If Western Union has any other plans like moving GL AR then they are not aware. However these two processes AR & GL are not done in EXL. (confirm this)
* Is it just plug and play: Yes it is plug and play. But in Western Union there is segregation of duties which is there, we have multiple processes , there is creation of vendor master, Purchase orders (creation of PO) invoice processing, payment processing which is coming under this scope, In Western union these three processes they are not allowed or thewy do not have the permission. If they are accessing vendor master then they do not have permission to process a invoice, make payment or create a PO. If they have access to invoice processing then do not have access to create a PO, make a payment, or create a vendor in ERP(vendor master). So payment processor will have access to payment processing and invoice processing has to be done by a different vendor. (what all tasks come under invoice processing and vendor processing list it down) get clarity as to what he is saying). So there is segregation of duties in Western Union.

Question: wanted to understand this better: there are 5 sub processes : so if one processor can do a activity he cannot do another why is this so or is a practice.ask thim to explain this better.

In convera we are putting justthree resources with this segregation of duties we might noit be able to complete everything. There will not be any segregation of duties meant for Convera.So the three persons who are working in Convera need to have access to vendor master, create PO, invoice processing & payment processing. These are the sub processes of AP.

* Well you said that these three resources know the AP process then do they need to learn the systems. Have they learnt the convera systems or will it remain the same.: No they need not learn new systems as they already have access to current ERP. They are just duplicating the system in Convera that means they are just splitting it(take confirmation, so are u making a copy of the ERP is what u r saying is it correct). The ERP that they are using in Western Union is Oracle and the same ERP will be used in Convera. Hence the same system will be used. Theere will not be any specific convera system to be used as of now. (Have u spoken to client in Convera)
* Do they require any training on systems or will an SME be assigned to them , or can we consider these three resources as incumbents who start working as the system details are already there:These 3 resources themselves are SMEs. Currently they are under going training as per segregation.They are already getting trained by now so not required. So its like taking the resource from Western Union & moving them to Convera & no training. We need to check whether access is there or not for doing this activity that needs to be confirmed. (He said to confirm access so from IT team any issue or something, is Jally mentioning this). Like for creation of vendor they should have access to vendor master in ERP, create activity in ERP, invoice processing in ERP, they should have access to payment processing ERP, there are AP uploads similar to invoice processing but that is done from a different application-they should have access to that application, they should also have bank accesses for releasing payment. So we need to list out all the applications we need and we need to ensure they receive or have access to applications to that. So there is nothing to be learnt for these resources in Convera.When we are doing this plug and play & this will start only after after the TSA .

Now in the current scenario what we are going to do is create a duplicate ERP(Oracle) in the current Western Union itself. This is going to change to WUPS so it will continue in the same server one will be for WUPS & one for Western Union . So the team will have access to both Western Union and WUPS.

Question: This duplicate ERP that u r creating this will remain permanently with Convera and it has no validity like the TSA or something similar

* Is there anything that needs to be learnt in Convera for these three resources,
* Do u need a ramp phase or not- what percentage of transactions they will pick up in first week , 2nd week and third week,: It will be in some where in July but system split will happen in January. From January itself what all invoices coming for WUPS , this will be in new environment or new oracle which is going to oracle. This will go on July. The next aspect will be plug and play.

In Ramp phase where a percentage will be processed will not happen here as the team will start processing directly with 100%.

* When they need to go live any timelines : He is not sure when but it estrimated to be in July and the TSA laststill 6 months. This will happen in July , but this needs to be discussed with Western Union as well to make this aspect clear.
* Do you have any plan or something? Jally says he does not have any. They are already doing UAT last two weeks onwards, team is posting invoices so they are testing what is happening in current Western Union environment that same thing is happening in new system
* is there any specific systems or anything required to keep them up and running,: Nothing is required.( Check if the duplicate server can be used even after they go live as UAT is already being undergone)
* If AP they say is a three week training, Then u will have to keep a ramp of four weeks, but be flexible enough to understand when they want to go live, considering who will do the training now there is holidays,
* Is the SOW signed between EXL & Convera: As of now no, we have sent them an MSA once the MSA is done, they have starting doing SOW , Jally is working on , this is between EXL and convera.
* If it is an existing client there should be existing organization structure do u have anything: They do not have any organization structure , so they are showing one team lead and two resoources, team lead will also do the work, otherwise they cannot complete the work,
* When we will go live it is supposed to be in July hence the 25% requirement for Santosh, we will have discussions with Suzan and then go to client.
* Any plans of raising resources for convera: not sure, but we would ask for it, there is some business which is done by convera Lithuania, convera india, convera costa rica, convera Canada then if they are asking to do that work then resource is required, currently these convera Canada , convera costarica are not in EXL but in UAT testing it came if it comes then they will ask for resources. If the agreement is the western
* TSA is the agreement that provides guarantee of services of

Take a copy of this agreement.

Upload it in smart track under ur name.

Create a project Convera ka

What support I need . what timelines,

Who is the trainer, I don’t think so we need the trainer, is it plug n play or rebadging

If we are not doing plug n play , if they know this AP ka game but they also need to learn the systems. Whether they have learned the Covera systems or not, Are these 3 resources have been trained in convera systems or not, do they require any training on systems or will there be any sme assigned to thgem or not, in next the incumbents came and started working directly and we knew wahts systems is required, so in convera what do u need to learn , + or will there be any ramp phase or not, what percentage of transactions they will pick up in first week , 2nd week and third week, when they willgo live these timelines u need to discuss, is there any specific systems or anything required to keep them up and running,

If AP they say is a three week training, Then u will have to keep a ramp of four weeks, but be flexible enough to understand when they want to go live, considering who will do the training now there is holidays,

In smart track get it ready, get the reading done of TCA,