1. **Background:**

* Western Union process was outsourced to EXL in 2020. There are 34-member team from operations working for Western Union.
* There are multiple entities in Western Union out of which one of the entities by the name Western Union Business Solutions (WUBS) has been sold to Convera.

1. **Expectations for Santosh:**

* Transition the process of the entity Western Union Business Solutions to Convera
* The process of WUBS will remain with EXL as Convera has approached EXL to continue the process of outsourcing.
* Count of FTE to be part of this entity is 3.
* For Western Union what is required is setting up of meetings, provide timelines & also provide updates on the transition.

1. **What all documents in place:**

* Currently there is a Transition service agreement between Western Union & Convera.

1. **Process in scope for Transition:**

* The Western Union Business Solutions entity has only the accounts payable process.
* There are sub processes which is as follows:

1. Vendor creation & amendment
2. Create PO
3. Invoice processing
4. Payment processing
5. Concur & corporate card administration
6. **Shift time:** There is no shift time as such but any meeting to be set up with the clients has to be prior to 10:30 PM