**Smart X Methodologies clarifications**

Process Transition:

Project Governance:

**2.2Create Project Teams**: You will not be creating it for yourself. There could be people from operations team, transitions team, client team, quality. It is putting together everything. But most of the time it will be between transitions & operations. You will only be a part of it.

**2.2 Create Project Plan:** there are two aspects to it. On is the detailed project plan that needs to be created in MS Projects. The other is the preparation of presentation & share it.

**Create RAID log:** RAID log is something that we create at our end & we just share it with the client. Whatever we observe or discuss we put it together & share it with the client.

**3. Knowledge Plan:**

**Create Documentation Plan:** means we might be helping the client with the documentation. What documentation is needed. It can also be align a documentation resource to create a SOP. We might need specific time for it. If they have a document. check with client how long it takes to prepare the documentation. For Prudential the training is going to start from the month of May. Due diligence happened from the month of January till the month of February. So, we had asked time till 15th May. So, we asked if the documentation can be ready, they said that they will have to tweak the documentation. Prudential informed that they will align the documentation before the transition begins. We just follow-up with clients to check if the client is working as per time line.

**4. Check Exl & Client SME availability**: When we talk about knowledge transfer we will check if the resource is available. (Ask Suhel to provide more details)

**4.Process management: >>>>Conduct Process demos**: Here the client gives the demo. There will be operations as well. Their role will not be that specific. Here in this meeting normally the operations does not contribute much. Hence it will be the transition manager who will ask the questions. Normally it is the operations team who are expected to do probing but they take a back seat or remain silent. Sometimes the senior manager from operations also joins the meetings but he also takes back seat. It is fine if the operations team say that they are fine with the demo.

Jagan’s approach will be to have two or three slides as part of every meeting. Can Suhel elaborate on this he told this while mentioning about Conduct process demos(Ask Suhel)

**Note: In Ramp phase:** the client does the quality checks for Exl. A lot of mistakes is done by the operations team. There is a daily meeting that happens to discuss the errors with client & operations team. The transitions team also has a daily or two days once meeting where we discuss the errors that happened on a high level. Finally, all errors will directly be discussed between Prudential Operations & EXL Operations.

**Are there any instances where the client expresses their unhappiness with the operations team?**

Yes, there are instances where we were not meeting targets, the ramp was taking longer than usual, our quality score was lower than expected, our production was lower than expected etc. Here the transition manager has to call up the client to explain to them what is really happening. If there are any issues that is happening we need to explain what are the issues that we are taking. For example, there are multiple errors committed by the team. Then show them a plan & also show a PPT as to how it is improving.

**Process management: Analyse historical volumes:** We capture the data in the PPT. you don’t have to do the calculations yourself. You will have to send the data to work force management team. You can also mention on the basis of this data please prepare calculations. The team can also validate that.

Process management>>>>FTE Calculations: Regarding TAT we are supposed to provide TAT,

**Transformation / Continuous Improvement>>>Understand contractual commitments on value delivery:** These are just fancy terms. You will not pitch transformation or continuous improvements on transitions but we will provide a brief overview like we will bring the overall FTE count down.

Facility & Logistics: Gather seats requirement & training logistics: Lets says u are migrating a process & let’s say there are 10FTE. So, you need to check if 10 seats are ready. Let’s say there is a particular room that can accommodate 10 FTE for 3 months., then they will use the room. Then we will raise a requirement that we require 10 seats to operations after 3 months.

Create Facility deployment plan: there are SPOCs on the facility team with whom you will work with. Especially when you get big processes then you will work with facilities. Suppose a room can accommodate 20 colleagues but the team is 30 colleagues then you should contact facilities teamin advance. The facility team will find / arrange this area. We are supposed to tell the facilities team as soon as we know it. It begins with operations telling us that they do not have training room availability. Then only you should reach out to facilities, also please note operations team will also be involved here.

**Information security: Understand any specific ISG requirements**: Here you will understand if the client has any specific requirements. This can be systems that needs to be configured in a different way or if the particular bandwidth that is required.

**Initiate any cyber risk assessment:** ISG stands for Information security group. What we have to do is to tell the ISG team to give a heads up that there is no process that is heading to EXL ‘s way. Additional details to be given are this is the contact person of operations.

**Create Information security deployment plan:** This is done by the technology team.

How to update the stakeholders on a daily basis?

We send them trackers on a daily basis.

Transition: On going Raid log management: When we send out a transition tracker, the transition tracker has multiple tabs. It will have a tab on what is the progress on the training, attendance the lists, issues etc. All of these details are shared on a daily basis. You will not have risk & issues on a daily basis s. But when it happened just add them. (Ask Suhel to share this)

Knowledge transfer> Pre process training: the transition manager is the one who arranges pre process training. At EXL the preprocess training for insurance process comprises of USInsurance culture training, there is back office language training, there is specific to the domain pre process training as well. Whoever is joining insurance process the US culture training is done for all. Similarly there is culture training for UK ,Australia process as well. Capability development team is one that does the insurance training hence check with them. Every time when colleagues join EXL you will have to give them heads up the team needs specific domain specific training. The team that trains the operations do not show the content but share the modules information. If the client asks then this information can be shared to them.

Knowledge transfer>Finalize day on day KT Plan: The KT plan will be given by the client Prudential. here we will have to ask day wise, hour wise breakup of the training.

**Knowledge Transfer>define certification criteria>** This topic is about whether the operations team will be considered a percentage for 80% / 90% as passing criteria. It also includes whether we will have to consider quiz as a criteria or questionnaire followed by handwritten notes as passing criteria. We have to get the client to say what is the criteria to get operations team to pass. If they don’t have one we should tell them that they should have one.

**Knowledge transfer> Certification of knowledge transfer team**: At times the client asks the EXL trainers to conduct the training, Then they will do a TTT, then our users have to get trained called Train the training certification. This certification is developed by Capability & Development team. Prudential for ABS has a requirement that the trainer should have Train the trainer certificate as part of their requirement.

**Process management>Agree shift design:** The first information that you receive from any shift is from the client.Some client might say that they might need coverage for 8 hours. Some clients may say that they need coverage from 8PM EST to 10AM EST. So this will be the shift that the client wants EXL to operate. On the basis of that you talk to operations team, where you check with them that is it something that you can manage. Sometimes the process could also be that they need to work in weekends. So here the process will be to get inputs from client & check with operations team.

**Process management>create data collection plan to report on SLAs:** We get these details during the ramp phase. Here we work with operations team, whoever is the lead assistant manager then we have to work with them to get this data. If required we can also sit in front of operations to see what is happening.

**Build short term & long-term transformation:** Share a road map for transformation & introduce transformation team if EXL has pitched transformation to the client. Here you will have to share what are the benefits that will be derived in short term in transformation & long term what are the benefits derived from transformations. Normally for existing business we don’t pitch transformation.

**Technology & telecom>Test connectivity & telecom equipment:** The systems will be delivered from requisite team. Here your task will be to inform the AMs that the systems are ready. High level FYI goes to client that systems are ready.

**Facilities & logistics> Inspection of facility set up**: here the process is just that assuring whatever facilities that have been committed has been provided. If we were in office than we used to go to the particular set up to check if 30 seats that have been discussed or requested have been provided for. If the centre is in another place, then you can ask someone to do it. You can also ask the AM if he in that particular building to go and check the space.

**Contracts, legal & complains> Initiate compliance review:** There is a compliance team for whom we give a heads up stating that there is a process that is coming your way. We also cc the operations team so that they can know whom to reach out to for any documentations purpose.

**Knowledge transfer>track process updates:** To check if you are tracking in excel files & in smart track. In actual practice the only instance where you use smart track when the TCOE review happens

It can be whether SOW has been signed, whether signature is there between both parties etc.

**New Program Set up:**

**Program Governance: Complete Stakeholder mapping**: is getting all the colleagues working together. Here there will be a slide as to who are the people to keep informed who are the people involved in the project.

**People >Designed client retained organisation structure**: here what we do is to create a organisation structure chart or org chart. Lets say if 20 FTE move to you or to EXL . Then the client organisation structure will change. So what we will do is to check with the client as to what the organisation structure would look like once the business moves to EXL. Since they too will be doing some realignment as well like scope of one manager at their level would have been reduced. So here it is what does the organisation look like as to what we have transitioned here in EXL.

**Program Governance:** **Create OSD**: OSD stands for Operations shared drive. OSD is something that is maintained by the operations team and compliance team. It comprises of all the documents that is required for that process and everything needs to be updated on that OSD. Transition Mnaager need not do any thing here but tell them that process is in steady state, (get more details from Suhel as to what else Trnaistion manager has to do)

**Program Governance: Develop BCP solution / Business recovery plan template:** For Prudential there is already a standard BCP document & that is applied to Exl as well. It is done at a process level & not every project level.(Get this statement confirmed with Suhel)

**Knowledge transfer: Conduct cultural sensitivities on geography & client:** Here it is same as mentioned in some points above about cultural sinistration if it US then US culture sensitisation. If it is UK Or Australia then related UK ort Australia culture training.

**Process management: Finalise performance reporting templates:** Here transition manager does not have to do much , all he has to do is that check with the client as to what u need to report on. Client will already be reporting data on a daily, weekly or monthly basis , you need to get this implemented.