



Overview

FLM

Daily Huddle

Mojometer 1

More Actions

COMPANY-WIDE NEWS

Phishing Alert: 5 Ways to stay vigilant while working remotely.

[Read More](#)

Newton and Genpact diversity pledge. Read the recently released pledge.

[Read More](#)

Newton Finance Academy now available in Genome.

[Read More](#)

DELIVERY CENTER NEWS

Join us for the quarterly All Employee Town Hall on May 24th!

[Read More](#)

Newton and Genpact Feed-a-Million campaign update.

[Read More](#)

Covid-19 Employee Resource Center. Sign up for the vaccination clinic at the office this Friday.

[Read More](#)

PROCESS WATCHLIST

Volume Spike

Volume increase of 20% in AP Italy

Team Productivity

Attrition up by 10% in last 2 days. Potential productivity drop

SLA Tracking

Finalize GRIR Report for North America

Training

3 system accesses pending approval by business

Team Productivity

2 unscheduled absentees for AP Help Desk Germany

Team Productivity

Invoice Tracking peak load seasonality analysis finalized

PENDING TASKS

[View All Tasks](#)[ASSIGNED TO ME \(10\)](#)[ASSIGNED TO OTHERS \(10\)](#)

Task Name

Age

Assigned by

● Review process knoledge tests for Payments US

1d



>

● Conduct interview for Iberia Procurement

5d



>

● Revise critical vendor lists for AP Germany to increase discount penetration

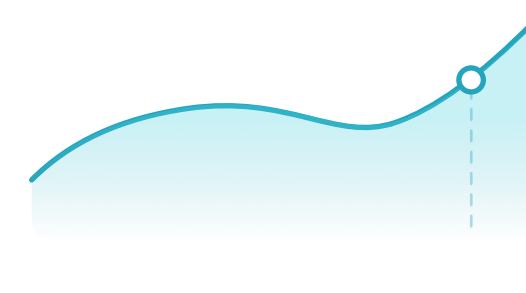
5d



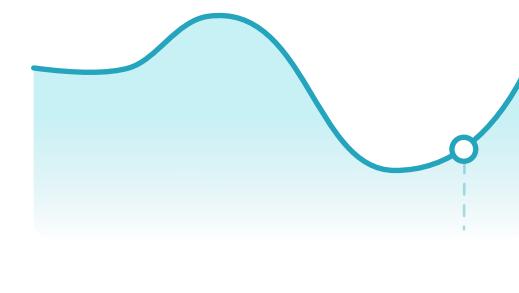
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PINNED KPI'S

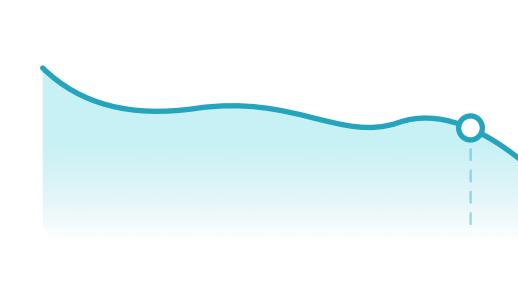
On-time Posting

98.2% 

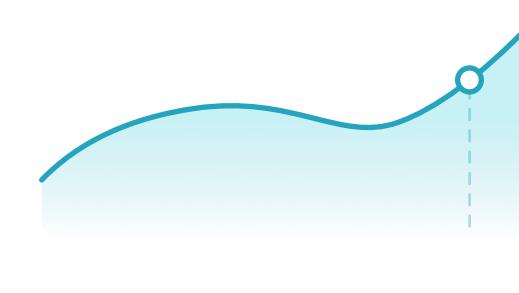
Paid On Time

85% 

PR-PO TAT

2 Days 

Agent Training Completion

98% 

Daily Huddle

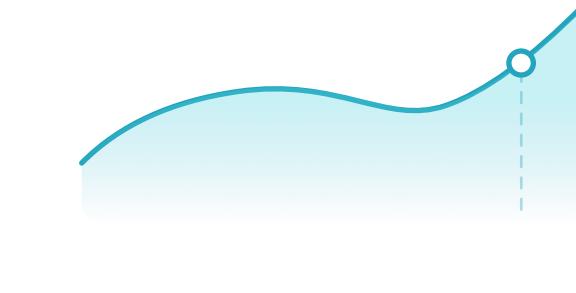
Completed[OPS DELIVERY HEALTH](#)[SLA TRACKING](#)[TEAM PRODUCTIVITY](#)[VOLUMES/TRANSACTIONS](#)[COMPLIANCE](#)[CYBER HEALTH SCORE](#)[TRANSITIONS](#)[KM & TRAINING](#)

OPERATIONS SUMMARY

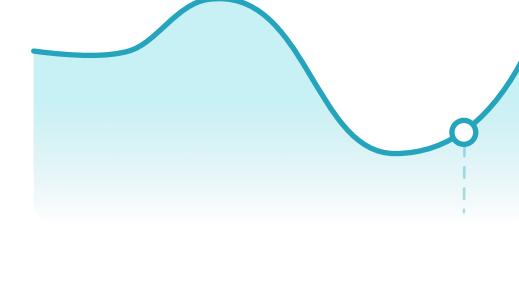
Processes

All

Issues

24 Items

Happiness Index

100 Items

Process Assessment

15% of team is facing internet latency issue in past 2 days. Potential risk..

SLA Status

Predictive status

Expected dip in SLA's for next week. Plan your actions now.

ALERTS & ISSUES

From: 01 Apr

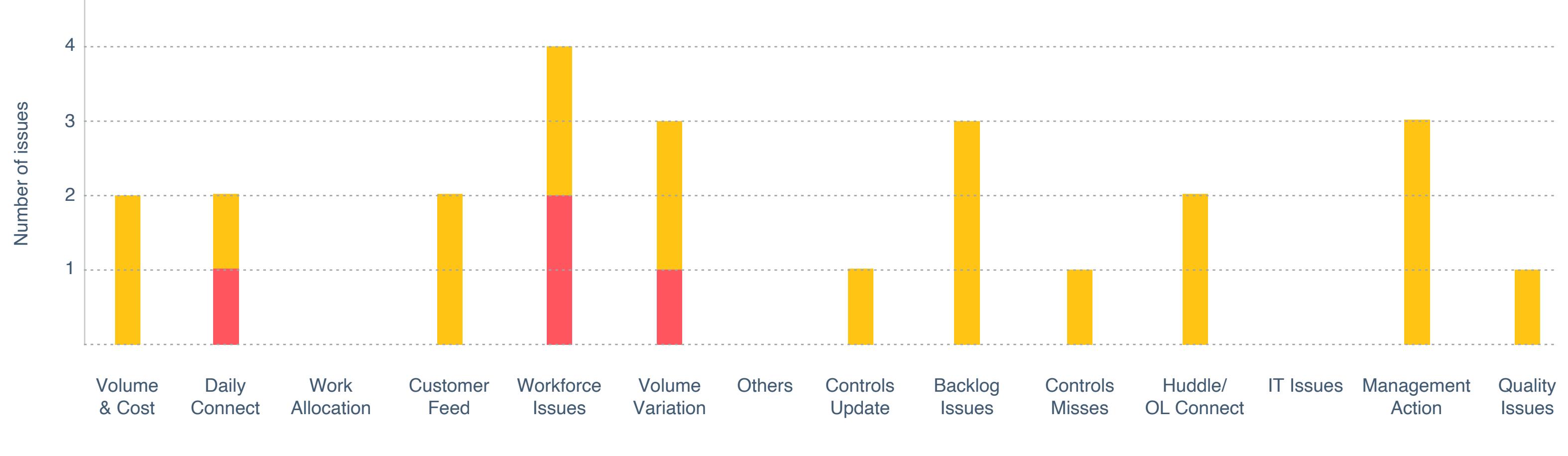
To: 30 Apr

[Create Entry](#)

Total Number of Issues

Total Issues with Customer Impact

Total Issues Altered to GOL

36**25****4**

Process Wise View

AP India

Current Status

All

Team Name	FLM Name	Topic	Status	Description	Support Needed	OHR ID
Team AP-1301-Agnelli A...	Luca Agnelli	SLA/KPI Issues		Adherence = 97.85% vs 95% ta ...	Adherence Act ...	703241010
Team AP-1301-Agnelli A...	Luca Agnelli	IT Issues		Tallyman Latency	Tallyman Latency	703234526
Team AP-1301-Agnelli A...	Luca Agnelli	Workforce Issues		VPN Connectivity	Resolved	703224353
Team AP-1301-Agnelli A...	Luca Agnelli	SLA/KPI Issues		Adherence = 97.85% vs 95% ta ...	Plan in place	703223456
Team AP-1301-Agnelli A...	Luca Agnelli	SLA/KPI Issues		Adherence = 97.85% vs 95% ta ...	Adherence Act ...	703294564
Team AP-1301-Agnelli A...	Luca Agnelli	IT Issues		VDI Issue- Connection Interrupt ...	Resolved	703223463
Team AP-1301-Agnelli A...	Luca Agnelli	SLA/KPI Issues		Adherence = 97.85% vs 95% ta ...	Adherence Act ...	703267444
Team AP-1301-Agnelli A...	Luca Agnelli	Workforce Issues		AHT = 501.22 sec vs 440 sec ta ...	AHT Action Plan	703223624



Workflow > FLM Cockpit

Daily Huddle

FLM

Daily Huddle

Mojometer

More Actions

Overall Status

All

 Mark Process off

Wednesday, 26th December 2020

14:03:24 pm

ISSUES

New Issue

Topic

Volume Variation

Issue

Value Increase of 20% in AP Italy

Owner

Mitesh Gopal

Support needed

Surge Capacity

Expected closure date

24 May 2021

 Customer Direct Impact Alert to GOL

Escalate this issue on alert tool

HAPPINESS INDEX

New Entry

Client Name

Select a Topic

Genpact counter party name

Enter an issue

Genpact Counter party role

Enter an issue

Topic

Owner Name

Explanation

Select a Topic

Action Plan

Enter text

Expected closure date

Select a date

COMPLIANCE METRIC

Metric Category	Metric Description	Metric Description	Comments
Customer Trainings			
Customer Trainings	Have all agents in the team completed the customer specified mandatory trainings (Enter response NA if not applicable)?	Select response	Add Comment
License to Operate (LTO)	Do all agents in production have LTO certification as per existing Genpact policy	Select response	Add Comment
Leavers			
Logical Access	Have you ensured time deactivation of logical access to customer applications where applicable - Exit or internal transfer employees (enter response NA if not applicable)?	Select response	Add Comment
Process			
Standard Operating Procedure (SOP)	Have all transactions being processed basis most updated signed off SOP?	Select response	Add Comment
Quality Checks	Is QC being performed in line and agreed process without any backlog?	Select response	Add Comment
Password management	Have we ensured that no login and password has been shared between users in the period?	Select response	Add Comment



Overview

CBS

FLM Cockpit

Mojometer

Daily Huddle

More Actions

PROCESS WATCHLIST

EMEA - Grains - Procure to Pay
Capacity Issues foreseen for AP Italy**EMEA - Grains - Procure to Pay**
e-Invoicing penetration behind plan for Q2**Asia - Grains - Record to Report**
15% of team is facing internet latency issue in past 2 days. Potential ..**Asia - Grains - Order to Cash**
Quarterly performance not on-track**Americas - HR - Compensation and Benefits**
Increase in volume expected due to benefits enrollment in US**Americas - Protein - Record to Report**
Closing calendar live within Blackline for next closing

< >

PENDING TASKS

[View All Tasks](#)[ASSIGNED TO ME \(10\)](#) [ASSIGNED TO OTHERS \(10\)](#)

Task Name Age Assigned by

- Credit policy wave 2 requires sign-off 1d >
- RPA wave 1 requires review 5d >
- Cost of Finance benchmarking requires review 5d >

TOP ACTIONABLE INSIGHTS

[View All insights](#)**APAC - Protein - Accounts Payable**

Potential Impact

Client Satisfaction

Client Satisfaction survey results suggest that APAC requires attention for Protein Business Line

[View Details](#)[Plan Your Action](#)**India - Grains - Record to Report**

Potential Impact

Close delays

High absenteeism due to Covid in India

[View Details](#)[Plan Your Action](#)**Asia - Grains - Order to Cash**

Potential Impact

\$120K

High Radius analysis suggests standardization opportunities in Order Management

[View Details](#)[Plan Your Action](#)**Americas - Protein - Record to Report**

Potential Impact

Client Satisfaction

Client Satisfaction survey results suggest that R2R Service requires attention

[View Details](#)[Plan Your Action](#)

< >

PINNED KPIs

Record to Report

Attrition %

58%

Revenue

1.5 M

Bench %

15%

SLA Status

58

Productivity

12

ALERTS & ISSUES

From: May 1, 2021

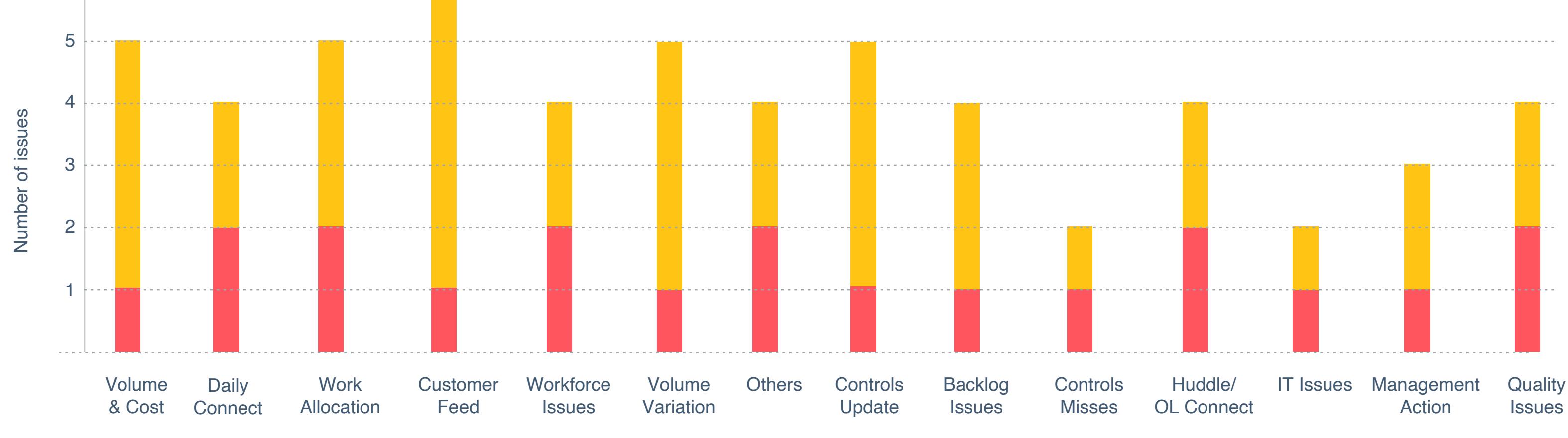
To: May 19, 2021

[Create Entry](#)

Total Number of Issues

Total Issues with Customer Impact

Total Issues Alerted to GOL

72**56****20**

Process Wise View

EMEA : All Business Units : All Service Lines

Current Status

All

Team Name	FLM Name	Topic	Status	Description	Support Needed	OHR ID	Region
Team WM-1301-Luca Agnelli	Luca Agnelli	SLA/KPI Issues		Adherence = 97.85% vs 95% ta ...	Adherence Act ...	703241010	EMEA
Team WM-1302-Riya Khatri	Riya Khatri	IT Issues		Tallyman Latency	Tallyman Latency	703234526	APAC
Team WM-1303-Lakshmi Ahuja	Lakshmi Ahuja	Workforce Issues		VPN Connectivity	Resolved	703224353	AMER
Team WM-1304-Luca Agnelli	Luca Agnelli	SLA/KPI Issues		Adherence = 97.85% vs 95% ta ...	Plan in place	703223456	EMEA
Team WM-1305-Luca Agnelli	Luca Agnelli	SLA/KPI Issues		Adherence = 97.85% vs 95% ta ...	Adherence Act ...	703294564	EMEA
Team WM-1306-Mitlesh G...	Lisa Hughes	IT Issues		VDI Issue- Connection Interrupt ...	Plan in place	703223463	APAC
Team WM-1307-Dinesh P...	Dinesh Patel	SLA/KPI Issues		Adherence = 97.85% vs 95% ta ...	Adherence Act ...	703267444	APAC
Team WM-1308-Arjun Re...	Arjun Reddy	Workforce Issues		AHT = 501.22 sec vs 440 sec ta ...	AHT Action Plan	703223624	EMEA
Team WM-1302-Riya Khatri	Riya Khatri	IT Issues		Tallyman Latency	Resolved	703234526	AMER
Team WM-1303-Lakshmi Ahuja	Lakshmi Ahuja	Workforce Issues		VPN Connectivity	VPN Connectiv ...	703224353	APAC
Team WM-1304-Luca Agnelli	Luca Agnelli	SLA/KPI Issues		BMO Site Restrictions	Resolved	703223456	EMEA
Team WM-1305-Luca Agnelli	Luca Agnelli	SLA/KPI Issues		Adherence = 97.85% vs 95% ta ...	Adherence Act ...	703294564	EMEA

Portfolio

CBS

FLM Cockpit

Mojometer

Daily Huddle

More Actions

OPS

PEOPLE

COMPLIANCE

TRANSFORMATION & INNOVATION

TRANSITIONS

HYGIENE & MODERNISATION

CUSTOMER SENTIMENT

KM & GENOME

Service Line

All

Region

All

Business Unit

All

[View all filters](#)[Clear Filters](#)

COO Assessment	Predictive Status	Predictive Moment	Pulse - VOC	Pulse - VOD	Pulse - Newton CBS	Green FLM Assessment	SLA Status	Volume Issues
			4.5	4.0	4.0	98%		

OPERATIONS SUMMARY

PID

All

Issues

Happiness Index

Process Assessment

SLA Status

Predictive status

64 Items**100 Items**

ALERTS & ISSUES

From Date

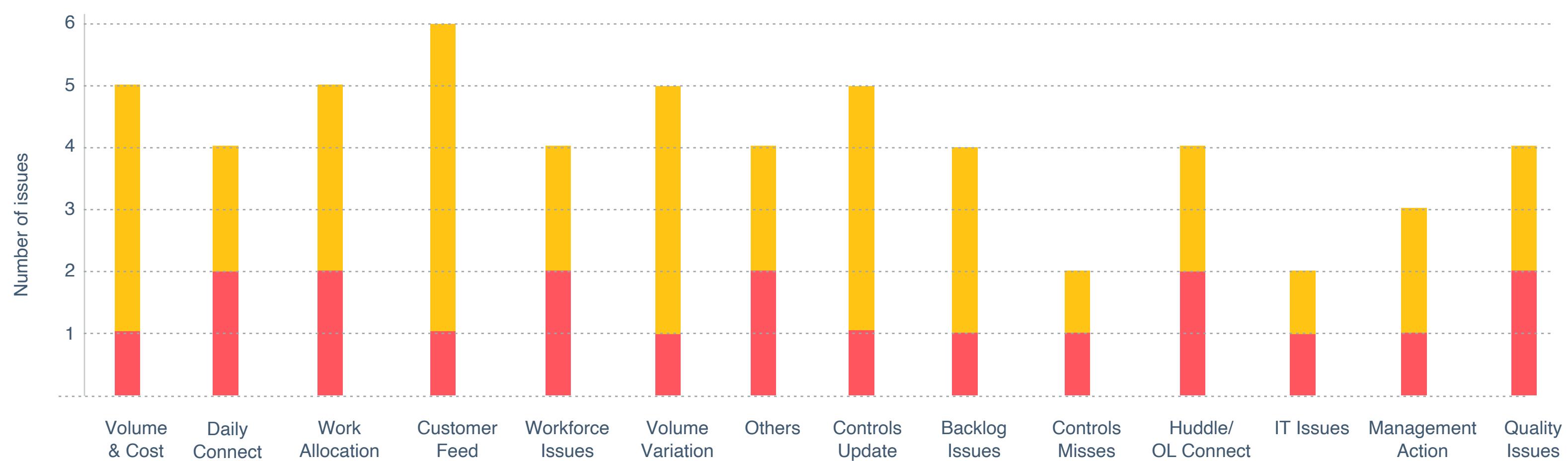
To Date

[Create Entry](#)

Total Number of Issues

Total Issues with Customer Impact

Total Issues Alerted to GOL

72**56****20**

Process Wise View

EMEA : All Business Units : All Service Lines

Current Status

All

Team Name	FLM Name	Topic	Status	Description	Support Needed	OHR ID	Region
Team WM-1301-Rohan A...	Rohan Agarwal	SLA/KPI Issues		Adherence = 97.85% vs 95% ta ...	Adherence Act ...	703241010	India
Team WM-1302-Riya Kha...	Riya Khatri	IT Issues		Tallyman Latency	Tallyman Latency	703234526	India
Team WM-1303-Lakshmi...	Lakshmi Ahuja	Workforce Issues		VPN Connectivity	Resolved	703224353	India
Team WM-1304-Parth Ba...	Parth Banarjee	SLA/KPI Issues		Adherence = 97.85% vs 95% ta ...	Plan in place	703223456	India
Team WM-1305-Meera La...	Meera Laghari	SLA/KPI Issues		Adherence = 97.85% vs 95% ta ...	Adherence Act ...	703294564	India
Team WM-1306-Mitlesh G...	Mitlesh Gopal	IT Issues		VDI Issue- Connection Interrupt ...	Plan in place	703223463	India
Team WM-1307-Dinesh P...	Dinesh Patel	SLA/KPI Issues		Adherence = 97.85% vs 95% ta ...	Adherence Act ...	703267444	India
Team WM-1308-Arjun Re...	Arjun Reddy	Workforce Issues		AHT = 501.22 sec vs 440 sec ta ...	AHT Action Plan	703223624	India
Team WM-1302-Riya Kha...	Riya Khatri	IT Issues		Tallyman Latency	Resolved	703234526	India
Team WM-1303-Lakshmi...	Lakshmi Ahuja	Workforce Issues		VPN Connectivity	VPN Connectiv ...	703224353	India
Team WM-1304-Parth Ba...	Parth Banarjee	SLA/KPI Issues		BMO Site Restrictions	Resolved	703223456	India
Team WM-1305-Meera La...	Meera Laghari	SLA/KPI Issues		Adherence = 97.85% vs 95% ta ...	Adherence Act ...	703294564	India

Portfolio

[CBS](#)
[FLM Cockpit](#)
[Mojometer](#)
[Daily Huddle](#)
[More Actions](#)
[OPS](#)
[PEOPLE](#)
[COMPLIANCE](#)
[TRANSFORMATION & INNOVATION](#)
[TRANSITIONS](#)
[HYGIENE & MODERNISATION](#)
[CUSTOMER SENTIMENT](#)
[KM & GENOME](#)

Delivery Centers with
Inverted L Attrition >
G Avg Attrition

Delivery Centers with
Positive Mood
Score < G Average

Inverted L
Attrition %

Manager
Attrition

Associate
Attrition

1
0
5%
6%
11%

Service Line

All

Region

All

Business Unit

All

[View all filters](#)
[Clear Filters](#)

AMBER INSIGHTS

From: 1 Apr 2021

To: 20 Apr 2021

ENGAGEMENT SCORE

RESPONSE RATE

PEOPLE TO MEET

67/100

from 21 Complete Chats

Company Mood Score



4.2/5

Benchmark Mood Score



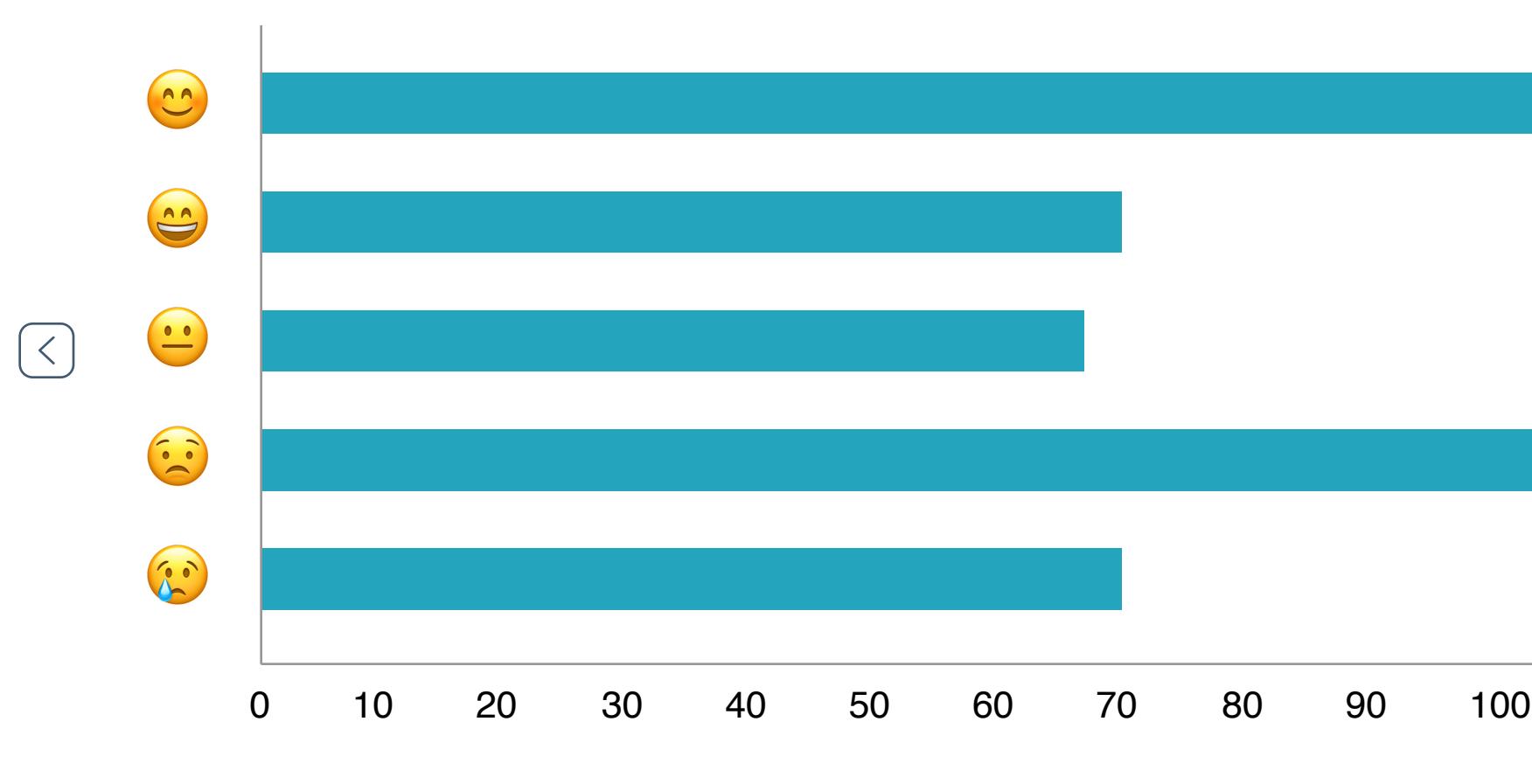
4.0/5 of a similar sized organization

Benchmark Engagement Score

100/100

of a similar sized organization

Overall mood Analysis



Employee Level Analysis

- 77% employees who have spoken to Amber have given a positive mood score (4, %) on 5 point scale
- 3% employees who have spoken to Amber have given a negative mood score (4, %) on 5 point scale

TEAM SUMMARY

From Date

To Date



Cross Skilling

11.4%

Genome BITS Wave
Completion

6.7%

Attrition %

3.2%

Promotions

70

Green Belt Certifications

11

KPI Name

Q4 2020

Q3 2020

Q2 2020

Q1 2020

Q4 2019

Cross Skilling

11.4%

10.2%

9.8%

8.5%

7.3%

[View Details](#)

Genome BITS Wave
Completion

6.7%

6.3%

5.9%

5.7%

5.6%

[View Details](#)

Attrition %

3.2%

4.3%

4.1%

3.4%

2.1%

[View Details](#)

Promotions

70

42

35

45

57

[View Details](#)

Green Belt Certifications

11

4

7

11

13

[View Details](#)



Move the needle

CBS

FLM Cockpit

Mojometer

Daily Huddle

More Actions



Account



Vertical

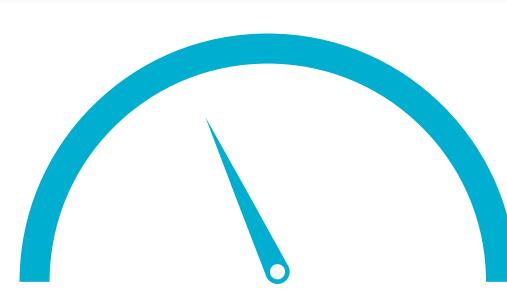


Region

[View all filters](#)[Clear Filters](#)

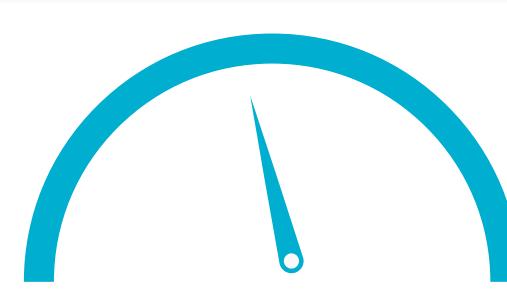
INSIGHTS

1. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna



\$7.31

Processing Cost



97.2K

Time Given Back Hr/Year



LEVERS

Processing Cost

\$7.31

Processing Cost Delta

\$3.12

FPY Delta

\$3.12

STP Delta

93%

Laggard

Median

BIC

SOURCE

Volume Under Catalogue

30%

10%

40%

80%

One Time Supplier

63%

90%

50%

10%

BUY

PO Percent

42%

10%

50%

90%

Auto GR

28%

10%

40%

80%

PR Compliance

50%

20%

60%

90%

PAY

E-Invoicing

30%

10%

50%

90%

 AI AP Invoice Processing EDI RPA AP Invoice Processing RPA PR Compliance Check

PROCESS STANDARDIZATION

 Policy adoption Payment Terms Adherence to VMD/PO Process Exception Elimination Rightshorting



Move the needle

CBS

FLM Cockpit

Mojometer

Daily Huddle

More Actions



Account

Vertical

Region

All

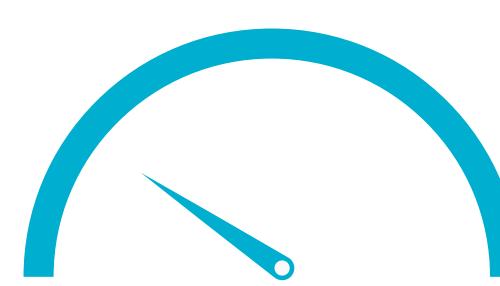
All

All

[View all filters](#)[Clear Filters](#)

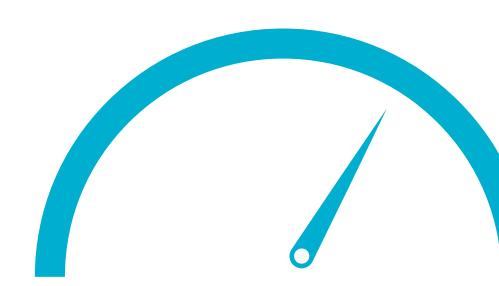
INSIGHTS

1. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna



\$3.74

Processing Cost



131.99K

Time Given Back Hr/Year



LEVERS

Processing Cost

\$3.74

Processing Cost Delta

\$6.70

FPY Delta

50%

STP Delta

93%

Laggard

Median

BIC

SOURCE

Volume Under Catalogue

10% 40% 80%

72%

One Time Supplier

90% 50% 10%

18%

BUY

PO Percent

10% 50% 90%

84%

Auto GR

10% 40% 80%

71%

PR Compliance

20% 60% 90%

83%

PAY

E-Invoicing

10% 50% 90%

77%

 AI AP Invoice Processing EDI RPA AP Invoice Processing RPA PR Compliance Check

PROCESS STANDARDIZATION

 Policy adoption Payment Terms Adherence to VMD/PO Process Exception Elimination Right-shoring