Introduction

Compunnel's service-oriented governance has the power to transform the way IT and business work together. It can provide huge benefits to our clients – by increasing business agility, reducing the time it takes to get new products to the market, lowering development and maintenance cost through better use of existing services, creating new revenue sources and better aligning IT with business goals. Without effective governance, most projects – regardless of size – can fail.

Compunnel is committed to:

- Providing cutting-edge IT services to internal and external customers
- Helping clients achieve or exceed business goals cost-effectively
- Providing state-of-the-art infrastructure, technology and business environment
- Being recognized as the most valuable, trustworthy partner to customers
- Employee-friendly organization
- Partnering with leading technology companies

Compunnel’s Corporate Governance Framework refers to the people, policies and structure through which our business is operated and controlled. It provides a structure that works for the benefit of everyone associated with Compunnel by ensuring adherence to the highest standards of ethics, business practices and laws.

- **Culture**
  - Clear vision and a culture of service
- **People and Talent**
  - Talent acquisition, management and retention
- **Policies and Standards**
  - Aligned to consistent deliverables and best practices
- **Systems and Processes**
  - Systems driven execution with ISO-certified processes
- **Global Delivery Model**
  - Blended delivery approach to leverage cost efficiencies and project performance

Culture

Compunnel’s service culture provides clients with the peace of mind that comes with time-tested, flawless project management techniques, customized engagement models and a proven track record of exceptional service and tangible business results. Our strength lies in our rich work culture – reflected in our “go beyond” approach to service, targeted customer focus, client-friendly learning engagement and innovative solutions.

We are able to deliver cutting-edge solutions and create high business value for clients consistently through a creative and collaborative work culture. It is this work culture that makes everyday challenges enjoyable and rewarding to us. It is also one of the major reasons why technology leaders worldwide have been increasingly relying on our mature and balanced workforce during the last two decades.

Compunnel’s culture is underlined by:
• Service: Excellence through dedication, hard work and insight
• Customer Focus: Customer satisfaction through agility, flexibility and quality
• Learning: Extending beyond project engagement – to client work culture, social environment and business goals
• Innovation: Continual improvement in technology, service and delivery

People and Talent

The success of any business depends on its people. While most companies know their worst performers, they do very little to proactively identify or cultivate the best ones. Identifying, selecting and cultivating high-level performers is critical to unlocking competitive advantage. It begins with a well-planned assessment and selection process that addresses questions such as:

• With such a wide assessment of choices, how do I identify the right one for my company?
• Which assessments are more valid, reliable and better?
• What legal compliances must I ensure?
• How will my current decisions impact the future performance of my company?

Compunnel’s talent advisors help clients answer these questions and more. Our knowledge and understanding of the industry – backed by more than two decades of experience in diverse industries – provides clients with objective advice as well as customized solutions that work best in their industry.

We also support hiring needs through onboarding, continual growth and development programs, performance management, employee motivation and retention practices to help clients improve performance and cultivate a high-performing workforce. By remaining committed to business objectives throughout development and implementation, we are able to develop robust and high-impact solutions to improve productivity, decrease turnover and achieve business objectives more cost-effectively.

a. Talent Management

While productivity and labor costs remain important measurements, they cannot identify the critical jobs or pinpoint the skill gaps that create high value and help achieve competitive advantage. Companies are looking for a more complete understanding of talent to help them overcome talent-related growth constraints, such as:

• Control talent-related expenses (that typically rise more than expected)
• Inability to innovate effectively
• Inability to pursue a market opportunity
• Cancellation of, or delay in, key strategic initiatives
• Inability to achieve growth forecasts
• Lowering of quality standards

Compunnel provides talented professionals and solutions to streamline HR, support key business needs, and address critical, talent-related growth constraints. Our extensive expertise, network, databases and screening process assure clients of the availability of well-trained resources at short notice.

Talent Acquisition Process
✓ Onboarding
✓ Continual growth and development
✓ Performance management
✓ Employee motivation initiatives
✓ Management initiatives towards employee engagement
✓ Retention practices

4-level screening process
✓ Technical skills mapping and aptitude assessment by HR recruiter
✓ Technical competence assessment by competence/functional head
✓ Organization fit evaluated by HR panel
✓ Background and reference check by administrator

b. Performance Management

Performance Management is about maximizing performance, including developing, recognizing, rewarding, engaging and aligning employees. Compunnel helps clients to increase workforce efficiency by enabling them to
manage and develop current talent, while identifying and implementing plans to meet future talent needs. This prepares clients to thrive and grow in a competitive marketplace.

- Identify competencies and set targeted goals (KRAs)
- Share expectations with participants
- Collate data periodically and maintain performance scorecards
- Conduct formal 360° performance appraisal
- Conduct shared analysis
- Design individual development plans (IDPs)
- Facilitate training and formal mentoring programs
  - Training needs analysis
  - Training design and implementation
  - Periodic reviews and support
- Training mechanics
  - Formal classroom training
  - Web-based training programs
  - Internal and external Certifications
  - Capture experience and critical knowledge through a collaborative learning platform, GNOSIS

## Policies and Standards

Effective data management is a core requirement for any company in an increasingly competitive and regulated marketplace. Without consistent and accurate data, any company can reach faulty, misleading and harmful conclusions. A company’s success begins with developing a robust framework that establishes successful Policies and Standards of data governance and information management.

Compunnel’s Policies have evolved over a more-than-two-decade-long successful association with global leaders in diverse industries worldwide. They provide real authority and the ability to resolve business issues, support projects and settle disputes. They carry clear direction on how commitments are to be translated into consistent actions in all areas of business. And they ensure the integrity, consistency and sharing of resources, including adherence to business rules, access rights, compliance with laws and regulations, and protection of data assets.

Compunnel’s Standards outline the precise criteria as well as rules and specifications to define, create, store and use data or information within the company. They include naming conventions, quality measures, retention rules, backup frequency and more to bring the required industry focus with world-class data management capabilities.

Compunnel’s thorough compliance to Policies and Standards is backed by detailed, practical and industry-best quality documentation, manuals, guides and handbooks. It makes us more information-driven and competitive. And it allows us to leverage our solutions more effectively to enhance business performance for our clients.

- Development Planning
- Operational Process
- Configuration Mgmt.
- Work Ahead
- Document Control
- Corrective Actions
- Technology Pilot
- Technology Induction
- Contract Review
- Query Management
- Skill Up gradation
- Business knowledge
- Client/Internal Feedback
- Change Management
- Product Measurements
- Validation & Verification
- Problem & Defect Reporting
- Standards & Guidelines
- Documentation Standards
- Internal Audits
- Measurements
- Causal Analysis
- Process & Product Capability
- S/w Process Improvement
- Estimation
- Project Planning
- Project Mgmt.
- Project Reviews
- Status Reporting
- Causal Analysis
- Process Change
- Technology Induction

### a. QMS Documentation

Compunnel’s Quality Management System (QMS) is designed to ISO standards and comprehensively documents the structure, responsibilities and procedures required to achieve effective quality management at every level.
b. **Quality Manual**  
Also referred as Apex Manual in ISO terminology, the Quality Manual comprehensively lists out organizational commitments, and:  
- Defines the Quality Policy  
- Defines the Roles and Responsibilities within the organization  
- Defines Top Level Practices to be adopted and references to other manuals  
- Serves as an interface between ISO 9001 clauses and QMS documentation  
- Provides mapping between Level 2, 3, 4 and 5 KPAs of CMM and QMS documentation  


c. **Project Management Guide**  
- Provides the framework for planning, tracking and managing projects  
- Divides project management in three levels  
  - Project start-up  
  - Project execution  
  - Project wind-Up  
- Describes activities to be completed at each stage  
- Provides templates for project plan and postmortem report  
- Includes tailoring guidelines  


d. **Process Handbook**  
- Defines the methodology and various lifecycle stages in a project  
- Details the various activities associated to a phase and their relationship  
- For each phase, describes the...
• Entry criteria
• Set of procedures to complete the phase
• Exit criteria
• Phase deliverables

• Three process handbooks to cover systems development and conversion lifecycles
  • System

e. Procedure Manual
Our Procedure Manual describes the activities to be performed to complete each task.

• Includes
  • Procedures for carrying out specific activities
  • Quality Records
  • Help for Quality Records
  • Checklists

• For each procedure, defines
  • Who is responsible for various tasks
  • Formats to be used
  • References to the relevant QMS documents
  • ETVX

f. ETVX Paradigm
ETVX is a simple but highly effective standard documentation approach used for documenting the Quality Management System (QMS). It defines the successful entry and exit criteria for each task, and helps ensure that every task is executed and completed exactly as planned.

Systems and Processes
As a company changes or expands, so does the complexity of managing its performance systems and processes. Many companies suffer either from systems and processes that are underdeveloped and fragmented or too complex and burdensome. Either way, this leads to ineffective and misaligned systems and processes that don’t support – and in many cases even work against – a company’s business goals and values.

Compunnel’s Systems and Processes are born out of a more-than-two-decade-long association with leading companies in diverse industries worldwide. They are practical and performance-oriented. They eliminate behavioral
disconnects, build in the required behaviors for sustained implementation, and seamlessly work to support a client’s short- and long-term goals. And they assure users of the highest levels of data security and integrity.

Compunnel’s Systems and Processes are designed to help any business – regardless of size – maximize business value while promising supreme flexibility through:

a. Engineering Process
b. ODC Software Execution Lifecycle
c. Offshore Project Management
d. Software Project Execution Process
e. Business Continuity Planning
f. Integrated Team Approach
g. Quality Assurance
h. Configuration Management
i. Change Management
j. Development Standards
k. Commitments
l. Partnership

a. Engineering Process
Compunnel’s engineering process and development methodology is designed to guide application development while ensuring every application is properly designed, affordable and efficient.

**Fundamentals**
- SDLC
- Methodology Base
- Process Base
- ETVX

**Basic Components**
- Verification & Validation
- Defect & Problem Reporting
- Reviews
- Project Review & Status Reporting
- Change Management
- Development Standards

**Automation Tools**
- Project Management System
- Timeline
- Resource Management System
- Quality Management System
- Repository Database
- Bug Tracking System

**Operational Processes**
- Project Start Up
- Req. Analysis
- Prototype
- HLD
- LLD
- Construction
- Testing
- Package & Release
- Project Wind up

b. ODC Software Execution Lifecycle
Compunnel’s software execution lifecycle ensures the optimal deployment of resources, using Orthogonal Defect Classification (ODC) during the development process. This helps address quality issues more effectively and improves software quality through:

- Higher stability of both product and design
- Better effectiveness monitoring
- Improved communication and decision making

![ODC Software Execution Life Cycle Diagram](image-url)
c. Offshore Project Management
Compunnel’s offshore project management capabilities optimize operational performance, making businesses faster and more cost-effective. Our outsourcing centers in India employ highly experienced software development teams to provide services on a global delivery platform, offering the latest tools, technologies and processes with stringent quality controls and rapidly scalable 24x7 capabilities.

d. Software Project Execution Process
Compunnel’s Software Execution Process employs a service-oriented architecture. This allows us to deliver tailored business solutions that increase agility, decrease time-to-market, reduce development and maintenance cost by reusing existing services, and better align business and IT.

Underlying the software development lifecycle and applied throughout project execution is the process of governance that provides the structure, policies and measurements, principles and decision rights necessary to achieve business value.

e. Business Continuity Planning
Compunnel’s Business Continuity Planning helps clients function effectively even after an interruption due to information loss or access to information, facilities or personnel. It also helps provide for:

- Continuation of key unit operations in the event of an interruption.
- Recovery of normal operations in the event of an interruption.
- Notification to appropriate teams or personnel in a preset and timely order as interruption duration or severity escalates.
- Backup and availability of key components, including:
  - Data Files
  - Software
  - Hardware
  - Voice and Data Communications
  - Documentation and Supplies
  - Inventory Lists
- Alternate Methods for performing activities electronically and/or manually.
- Periodic Review of the plan to sustain continued effectiveness.
- Standard operating procedure (SOP), i.e. documentation of the company’s plan for recovery, response, restoration, resumption and return after severe interruption.
f. Integrated Team Approach

Our integrated team approach provides quality services on a global delivery platform and allows clients to:

- Manage quality through consistent processes, tools and standards
- Reduce risk through business continuity best practices
- Increase productivity by utilizing a well-balanced workforce
- Create better global solutions by collaborating with world-class technology professionals
- Provide a broader range of business applications, processes and services
- Accelerate projects and time-to-market and deliver custom quality solutions faster in compliance with regulatory requirements and cultural preferences
- Find savings in our well-integrated workforce

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g. Quality Assurance

Compunnel has a detailed Quality Assurance Plan to minimize risks, prevent issues and resolve defects, and deliver high quality solutions. We employ proven, rigorous internal processes across all aspects of a program to validate team effectiveness and promote the quality of deliverables.

Compunnel’s ongoing quality monitoring, audits and reviews, as well as guiding and reinforcing of quality practices throughout a project support the successful implementation of our quality program. Our approach to quality not only achieves the overall quality objectives, but also allows us to complete a project more efficiently.

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Quality Assurance

- Quality control, defect tracking & quality process
- Enables identification, measurement, control, and improvement of core business processes

Audits:
- Internal audits
- Project audits
- Process audits
- Role audits

Audits outcomes:
- Non-conformance
- Observations
- Feedback
- Root cause analysis
- Follow-through

Verification & Validation
- Detect and remove defects
- Confirm absence of defects

Defect & problem reporting
- Defect logging
- Initiation & documentation of corrective action
- Verification of corrective action
- Defect closure

Review
- Intermediate & final review
- Review against acceptance criterion
h. **Configuration Management**

Compunnel’s Configuration Management tools and processes enable clients to manage and control software assets more effectively. Our proprietary configuration management tool improves network availability and lowers costs by promoting network consistency, tracking network changes and providing up-to-date network-related documentation and visibility.

A clearly defined configuration management process allows us to manage unique product complexities, and impose control over otherwise hard-to-manage activities requiring frequent updates and use of several versions of project artifacts.

Our Configuration Management tools and processes result in:

- Reduced support costs due to fewer support issues
- Reduced network costs due to identification of unused network components
- Higher network availability due to lower problem resolution time

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| Proprietary configuration management tool |

i. **Change Management**

Compunnel’s Change Management solution provides transparent file access, enabling teams to have immediate access to the project assets they need to build, create, update and maintain.

Aside from providing full source code management, our activity-based change management allows developers to focus on functionality, instead of files. Our automated processes help manage the development lifecycle more efficiently, and improve team communication, collaboration and coordination.

Our change management solutions result in:

- Increased productivity through centralized deployment models and powerful tracking capabilities
- Faster software delivery
- Reduced and simplified project administration

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<tr>
<th>Receipt of change request</th>
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<td>• Impact Analysis</td>
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| Re-configuration & release of change |


j. Development Standards
Compunnel follows industry standards such as ISO, and also applies proprietary internal standards and industry-best practices acquired over more than two decades by partnering with technology leaders in diverse industries. The choice of standards is determined by industry or area specific norms, as well as client needs to guide quality initiatives.

- Joint decision on project standards
- Compunnel may suggest standards if not available
- Review & feedback
- Incorporation of feedback
- Client approval of standards
- Put under configuration control

k. Commitments
Compunnel has a long-standing commitment to delivering high-quality solutions. We have a proven history of being productive and reliable, while continually innovating to give our clients a competitive advantage in their industry. Our clearly defined policies and processes help optimize resources, and lead to higher quality and output, less rework, minimal fix-ups and lower costs.

Compunnel’s commitment is also reflected in the recognition, certifications and accolades received from the press, industry, customers and partners – and in the growing list of clients served in diverse industries during the last two decades.

l. Partnership
Partnering with Compunnel can be the secret ingredient to success in a fast-moving, competitive environment
Where no single company can provide everything. We have successfully partnered with hundreds of companies – including Fortune 500 companies – by providing them dedicated access to specially-tailored technological and support skills.

Our successful participation with global leaders in technology development helps us stay on top of the real-world business issues our clients face every day. One of the core values of our partnership proposition is our ability to maximize our clients’ partnership gains by bringing the most cost-effective solutions to the table – and applying our decades of experience in global service delivery.

Dove-tailing of interfacing Organizations towards common goal
- Different Methodologies
- Varied Work Cultures
- Meshed Commitments

Knowledge Dissemination/Retention
- Identify Core Team
- Documentation
- Client visits
- Rotation of people between onsite & offshore
- Video Conferencing
- Induction Videos
- Training

Predictable Deliveries
- Proactive Project Management
- Defect free product at each stage
- Formal Configuration Management

Team Ramp-up
- A Pool of 200+ people at any given time
- In house Training Set up
- Induction on agreed Standards and Processes

Global Delivery Model

Compunnel’s global delivery model (GDM) is a blended model of onsite, onshore and offshore engagement, leveraging cost efficiencies to enhance project performance. It offers the advantage of a global infrastructure, including two state-of-the-art offshore development centers, and a well-coordinated, highly qualified workforce. This not only helps reduce risks, but also provides benefits beyond cost reduction.

Regardless of location, we provide a seamless experience across all levels of operations while keeping the business running smoothly 24/7.
Conclusion

Compunnel’s service-oriented governance framework has the power to transform the way a business works. It leverages more than two decades of experience in working with small and large businesses in diverse industries around the world. Our successful participation with global leaders in technology development helps maximize client gains by bringing the most cost-effective solutions to the table.

The Compunnel Governance Framework provides a proven, robust structure that delivers high value by ensuring adherence to the highest standards of ethics, business practices and laws. Regardless of the size, type or location of your business or the industry it is in, you can leverage it – just like hundreds of our successful clients – to:

- Increase business agility
- Reduce the time it takes to get new products to the market
- Lower development and maintenance cost through better use of existing services
- Create new revenue sources
- Better align IT with your business goals