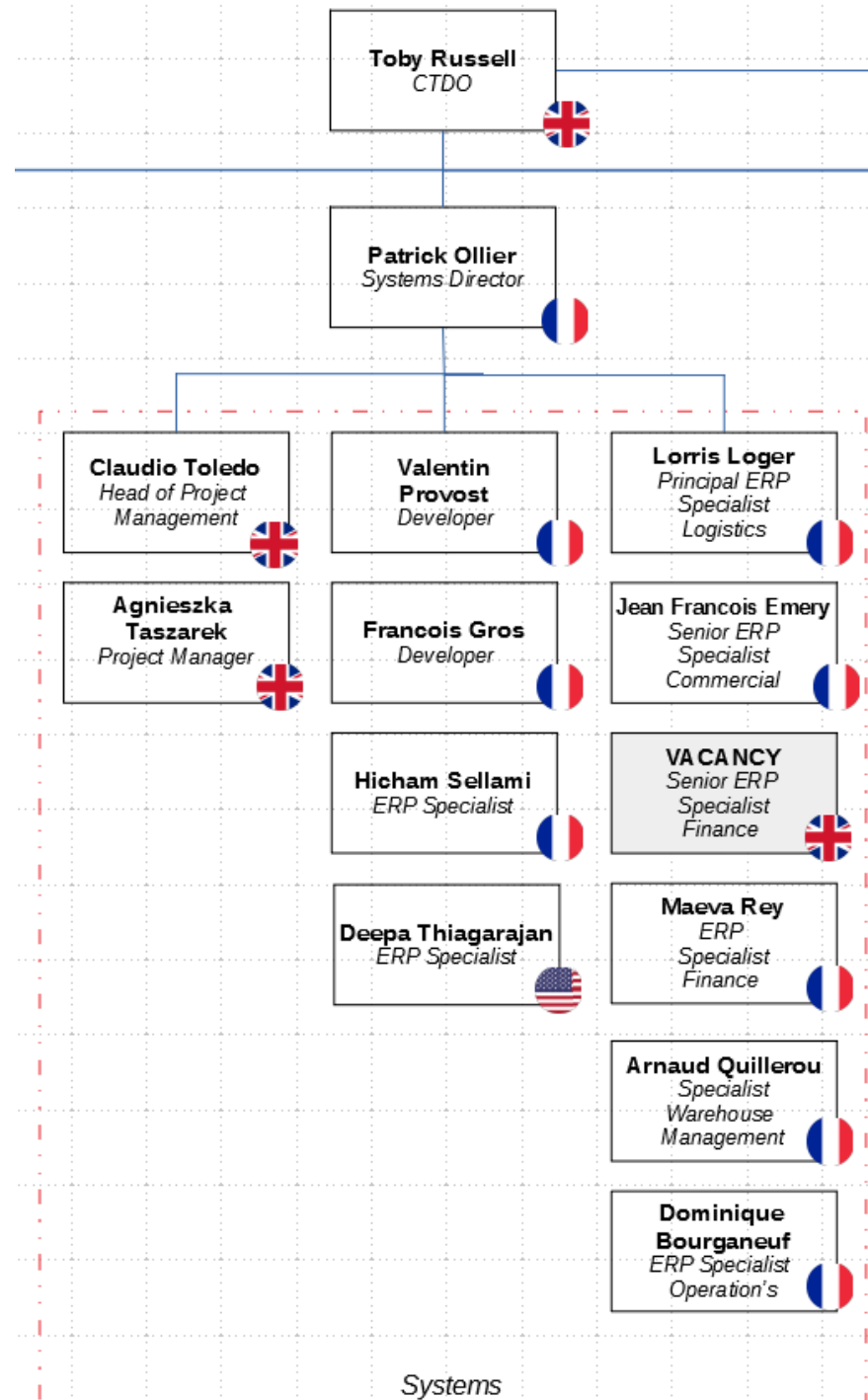


Application Team Next steps

- Org Chart
- Objectives
- Roles in the team



Application Team Next steps

- Objectives
 - All IT initiatives have to be thought GLOBALLY
 - The roles of App's Team have to be focused on 3 targets:
 - Support
 - Give the best support to end users by solving ServiceDesk tickets
 - Improvements/Optimization
 - Improve the current processes to get better people efficiency as well as a correct use of the tools
 - Projects
 - Work on the Group projects following GLT strategy

Application Team Next steps

- New ERP Specialist roles focused on:
 - Their own business area and must have a collaborative work with Business Process Owners
 - Target is to work with internal competencies
- Principal ERP Specialist Logistics: Lorris Loger
- ERP Specialist Commercial: Jean Francois Emery
- ERP Specialist Finance: Maeva Rey
- ERP Operations Specialist: Dominique Bourganeuf
- WMS Specialist: Arnaud Quillerou
- Project Management: Claudio Toledo/ Agnieszka Taszarek
- ERP Specialists (Admin, Development, support L1): Hicham/Francois/Valentin/Deepa

Application Team Next steps

Support: Operating mode

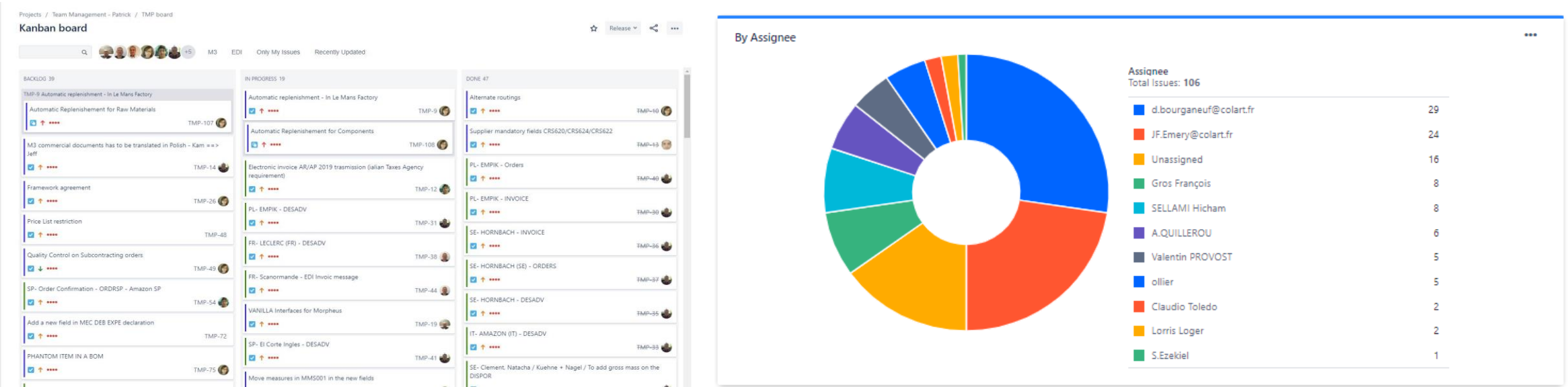
- All of your ServiceDesk tickets will be automatically assigned to an ERP specialist depending on the business area as follow. This way we can ensure all tickets are addressed.

APP-488	Forecast discrepancy between FCS350 and MMS090	ELISE BARBOT	LORRIS LOGER	12/Jul/19	19/Jul/19
APP-476	Problème avec le code 094376975697	CINDY LEVACHER	LORRIS LOGER	10/Jul/19	08/Aug/19
APP-486	Macphersons Invoices	Deepa Thiagarajan	JEAN-FRANCOIS EMERY	11/Jul/19	06/Aug/19
APP-501	Label printers in DC4	Franklin Silva	ARNAUD QUILLEROU	18/Jul/19	18/Jul/19
APP-502	SCE Access	Franklin Silva	ARNAUD QUILLEROU	18/Jul/19	18/Jul/19
APP-198	extraction dans mms 070	MARTINE TRILLES	Dominique Bourganeuf	26/Apr/19	24/May/19
APP-517	M3 to Bank FTP folder - not updating?	Nicky Shaw	PATRICK OLLIER	22/Jul/19	22/Jul/19
APP-527	difference on RIBA account - attention to Eric Cook	Carla Sormani	Eric Cook	23/Jul/19	23/Jul/19
APP-531	APS575 report output	Stephanie Casertano	Eric Cook	23/Jul/19	23/Jul/19
APP-500	PRT9 SCE	Franklin Silva	ARNAUD QUILLEROU	18/Jul/19	18/Jul/19
APP-505	SSCC format for amazon	Deepa Thiagarajan	ARNAUD QUILLEROU	18/Jul/19	19/Jul/19
APP-533	Statement of Account Upgrades	Oscar Villacis	Eric Cook	24/Jul/19	24/Jul/19
APP-513	Blick inquiry on ASNs	Deepa Thiagarajan	Deepa Thiagarajan	19/Jul/19	19/Jul/19
APP-543	Access to folder to upload bulk journals	Anfi Furnkranz	Eric Cook	26/Jul/19	26/Jul/19
APP-544	Cant't access ARS515 reports	Emely Andino	Eric Cook	26/Jul/19	26/Jul/19
APP-545	Have no authorisation to create	Anfi Furnkranz	Eric Cook	26/Jul/19	26/Jul/19
APP-96	GRNI	Bradley Alport	Eric Cook	01/Apr/19	15/Apr/19
APP-98	M3 - ERIC COOK - RE: Sing for Hope - Liquitex Product Donation	Stephanie Casertano	Eric Cook	01/Apr/19	15/Apr/19
APP-530	Update blick invoice for missing/incorrect customer item cross reference	Deepa Thiagarajan	LORRIS LOGER	23/Jul/19	30/Jul/19
APP-552	Access to Division 900	Ricardo Vargas	Hicham SELLAMI	29/Jul/19	31/Jul/19
APP-316	Improve current report 43-01_USA FD recovery	GREGORY MALET	Eric Cook	28/May/19	18/Jun/19
APP-554	Monitor ASNs generation and missing SSCC values	Deepa Thiagarajan	Deepa Thiagarajan	30/Jul/19	30/Jul/19
APP-555	Missing orders in SCE - identify orders not released to SCE	Deepa Thiagarajan	Deepa Thiagarajan	30/Jul/19	30/Jul/19
APP-559	Please unlock M3 account	Garry J. Adams	Hicham SELLAMI	31/Jul/19	31/Jul/19
APP-570	Invoice: missing tracking number	Emely Andino	Eric Cook	01/Aug/19	06/Aug/19
APP-581	Invoice printing	Patricia Boot	Dominique Bourganeuf	06/Aug/19	06/Aug/19

Application Team Next steps

Improvement/Optimization: Operating mode

- All of the requests addressed to your ERP Specialist will be followed on the Jira Software tool as follows:



Status	Count	Percentage
IN PROGRESS	22	21%
BACKLOG	35	33%
DONE	49	46%
Total	106	

Application Team Next steps

- Projects: Operating mode
 - All projects are Global projects except if specifically changed in the system
 - Projects are not IT projects even if the IT implication is high
 - We offer a support to the implementation into the IT system
 - This means that to obtain good progression of the project we need a high engagement from each of the business areas involved. The key for success is to be on time, on budget and have a correct understanding of the new processes.