



Dear Business Operating Leads,

We are pleased to announce the **successful go live of COSMOS** for Genpact Support Elevate, designed to strengthen task governance, enhance visibility, and enable proactive operational management.

Following multiple rounds of validation and user readiness activities, the application is now live and ready for business use.



Purpose of the Application

The Task Monitoring Power App provides a **standardized, centralized, and controlled platform** to manage operational tasks efficiently, reduce manual tracking, and enable near real-time insights for leadership and delivery teams.

Key Features and Capabilities				
 Centralized Task Repository A single, standardized database hosting 4,500+ active tasks, ensuring consistency, version control, and data integrity	 Task Monitoring and Reviews Real-time tracking of task status, ownership, due dates, and review cycles to drive accountability	 Automated Email Reminders System-generated reminders automatically trigger on task due dates, reducing follow-ups and missed deadlines	 Real-time Data Updates and Reporting Instant updates to the database with reporting enablement for operational reviews and management insights	 User Access Control and Role-based Security Segregated access aligned to roles (Task Owners, Reviewers, and Leads), ensuring data security and compliance

Usage at Go Live:

Active Users: **70+**

Tasks Migrated: **4,500+**

Scope: Cross-process and cross-team task management and monitoring

Expectations from Team Leaders and Operating Leads

Your support is critical in realizing the full value of this deployment:

- Encourage teams to use the Power App as the single source of truth
- Ensure tasks are reviewed and updated on an ongoing basis
- Reinforce adherence to defined due dates and review workflows
- Nominate a SPOC for feedback and continuous improvement inputs

What's Next



- Ongoing **hypercare support** post go live
- Feedback-driven enhancements and reporting improvements
- Periodic dashboard views for leadership governance

Support and Queries

For any access, functionality queries, or enhancement suggestions, please reach out to:

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Thank you to all World Fuel and Genpact stakeholders for your continued support in driving operational excellence through digital enablement.

We look forward to your active adoption and valuable feedback.