Issue 01

FinOps Newsletter

01 From the desk of World Fuel's leadership

"As we wrap up our first year partnering with Genpact, I want to give a big thank you to our rebadged teams and our colleagues in Costa Rica and Mexico for the dedication and support that made this transition a success.

It has truly been a team effort! It's been great to see how everyone has balanced multiple priorities while continuing to deliver quality to our customers. Together, we've kept business running smoothly as usual while also making meaningful improvements to our way of working. The strong partnership and professionalism, along with the steady rhythm of our monthly governance meetings, have helped us stay on track with performance and billing metrics across the business.

Our transformation journey with Genpact has also been a highlight, with real progress on initiatives that are already driving improved efficiency and productivity. Transitions like this are never easy, but the resilience and teamwork across both teams have strengthened relationships and built a solid foundation for continued success.

I'm excited about what we've accomplished together and even more excited about what lies ahead as we continue to build on this strong momentum."

Joey Rodriguez
Vice President, FinOps • FinOps – Land

02 The faces of FinOps leadership

Eduardo Lopez
Global FinOps Lead

Andrea Leon
Integration Leader

Kevin Rodriguez
Lean Coach

Fabian Monge
Aviation

Wilbert Trejos
Marine | Aviation ITPS

Ramses Quiros
Land | Govt

Brandon Venegas
Global FinOps

03 Our journey so far

Lift and shift with optimization

Aug'25

Operations launch and stabilization

- Seamless rebadge and operations transition
- Sustained SLA achievement and operational stability
- Established monthly stakeholder governance

Sep'25

Process blueprinting and transformation roadmap

- Completed process blueprinting across all segments
- Defined transformation roadmap with automation and AI opportunities
- Enabled foundation for long-term productivity and scalability gains

Nov'25

Automation and strategic process expansion

- Launched the closing of the Automation Gap program to drive automation and efficiency
- Successfully transitioned the Gibraltar process while maintaining operational excellence
- Maintained quality, productivity, and stakeholder confidence throughout migration

Oct'25–Sep'26

Process standardization and controls

- Developed SOPs for all core "happy path" processes
- Established a process documentation framework to strengthen governance and scalability
- Improved business continuity, training effectiveness, and process consistency

June'26

Exception workbench initiative

- Launched the Exception Workbench program leveraging Quickbase
- Created a centralized exception management platform connecting key stakeholders
- Enabled faster issue resolution, increased visibility, and stronger accountability

In-depth analysis of current state → Total transparency → Unified values and strengths → Partnership-driven path → Collaborative success

04 FinOps objectives and key results 2026 – Q2 update

FinOps continued to deliver consistent operational performance throughout March 2026. Billing accuracy remained strong across all business lines, with Aviation, Land, and Marine meeting or exceeding their target performance levels. Vendor reconciliation activities remained on track; dispute resolution times remained low, with most cases resolved in fewer than five days. These results support FinOps' 2026 objectives of maintaining key operational metrics and strengthening financial visibility through consistent performance measurement.

05 FinOps transformation initiatives 2026

Aviation – closing the Automation Gap

This initiative expanded automation coverage, increased operational capacity, and strengthened scalability to support future business growth. To reduce manual invoice processing and enable teams to focus on exception management, 58 suppliers representing approximately 21k monthly MTWB partial-handling transactions were assessed for automation. The initiative successfully automated 41 suppliers, equivalent to 16k monthly transactions, increasing Aviation automation from 85.5% to 88%.

Current maturity		New maturity
85.5% end-to-end	»	**88.0%** end-to-end

Project Trifecta

Project Trifecta is a strategic transformation initiative focused on delivering three interconnected outcomes – **improved cash flow, enhanced operational efficiency, and reduced transactional holds**.

Each year, the FinOps organization manages numerous **business exceptions**, requiring coordination across commercial operations, supply, pricing, tax, and other key functions throughout World Fuel. To streamline this complex process, the team is developing a centralized **Exception Workbench** – a unified engagement system designed to improve visibility, collaboration, and exception resolution across the enterprise.

The solution will be built on **Quickbase**, a proven platform that is already delivering strong results in the Land Unbilled process. Leveraging this successful foundation, the capability will be expanded to support exception management across additional business areas.

Project Trifecta will be delivered through a phased roadmap:

Phase 1 – visibility (target – August 2026)
Establish enterprise-wide transparency into exception volumes, ownership, and status

Phase 2 – automation
Streamline workflows and reduce manual effort through standardized processes and automated routing

Phase 3 – AI infusion
Introduce intelligent capabilities to accelerate resolution, improve decision-making, and drive predictive insights

This exciting initiative brings together teams from across the World Fuel organization, reinforcing a shared commitment to operational excellence, collaboration, and continuous innovation.

KM Hub – knowledge management milestone

This initiative established a centralized, governed knowledge repository with standardized, client-approved procedures, enabling faster onboarding, reducing reliance on subject-matter experts, and laying the foundation for future artificial-intelligence-enabled support. This was achieved by documenting, approving, and publishing **124 FinOps standard operating procedures** on the platform.

Xelix vendor reconciliation

Xelix will strengthen vendor reconciliation, a critical control, by supporting the reconciliation of approximately **2.3 million invoices annually across 1,500+ suppliers** across Aviation, Aviation ITPS, Land, and AP OpEx, while delivering automated data extraction, improved visibility, and exception management. By standardizing reconciliation on scale, the initiative will reduce manual effort, increase operational efficiency, and provide a scalable platform to support future business growth.

Automate manual digitizing – Aviation ITPS

This initiative will reduce manual data entry and rework, improve data quality, and increase operational capacity, establishing a scalable digital foundation to support future business growth. The initiative targets the **top 60 suppliers**, representing the highest-volume opportunities under the 80/20 principle, to automate **60–70% of the invoice-digitizing process**, covering approximately 36,000 invoices annually.

Quickbase – Aviation disputes

This initiative centralizes Aviation dispute management by replacing decentralized tracking and manual follow-ups with a standardized workflow. Addressing **2,300 disputes per month** with inconsistent tracking and manual case management, the project improves visibility, prioritization, and controls while reducing manual effort through automation.

06 Continuous improvement workshops

The following workshops reflect ongoing efforts to review current processes, align future state approaches, and identify targeted opportunities to improve efficiency, standardization, and automation across key areas.

Aviation bulk workshop (April 2026)
A cross-functional workshop was conducted to review the aviation bulk process end-to-end, compare the current and future state, and identify opportunities to enhance automation, visibility, and operational efficiency. The session resulted in prioritized improvements and key action items.

Aviation ITPS workshop (June 2026)
A collaborative workshop was conducted to gain a deeper understanding of the aviation ITPS process, review the current operating model, and align the future-state vision. The session also provided visibility into ongoing improvement initiatives, identified additional optimization opportunities, and defined next steps to further enhance process efficiency, standardization, and scalability.

07 FinOps team recognition

Recognizing the impact of strong collaboration, ownership, and partnership across the FinOps team.

Cindy Umana

This is well deserved; you've done all you can to accommodate the complexity of these cases.
The way you master your craft, support, and empower others around you is remarkable.
Thank you for continuing to drive greater value to our stakeholders.

Ramses Quiros
Manager, FinOps • FinOps – Land

Working with the **Genpact FinOps team in Costa Rica** has been an exceptional experience. Their deep operational expertise and strong partnership mindset consistently help drive business value. The FinOps family is proactive, dependable, and always willing to go the extra mile to ensure we meet WF objectives. They have become a trusted extension of our organization, and their continued commitment to excellence truly sets them apart.

Joey Rodriguez
Vice President, FinOps • FinOps – Land

Kevin Rodriguez for his consistent contribution over the last 9 months toward our transformation initiatives. He has consistently played a strong role in driving quality output with attention to detail. He has also been appreciated by the client for his ability to coordinate and execute productive workshops to drive initiatives both at the Genpact and client side

David Lopez for his outstanding leadership and technical expertise in advancing the dispute resolution workstream to the next level. David successfully managed and enhanced existing automations while strategically streamlining them into a new Quickbase ecosystem. Through his efforts, he has enabled a centralized, efficient platform that provides full visibility for all dispute resolution users. This transformation has significantly improved productivity, standardized processes, and elevated the overall effectiveness of the team's operations. David's ability to combine innovation, execution, and user-focused design has made a measurable impact, and his contributions truly deserve recognition.

Samuel Victor
WF Global Lean and Transformation Lead

08 Moments that matter

Through World Cup, Valentine's Day, and Christmas celebrations, the Costa Rica FinOps team brought people together, encouraged participation, and created memorable moments across the organization.

09 Star players

As part of this edition, team leaders have recognized individuals across the organization as **star players** for their contributions and impact.

Pamela Sibaja
"Pamela Sibaja has played a critical role in enabling transformation through the foundational build of the Exception Workbench."
-Brandon Venegas

David Lopez
"His leadership and user-focused design have set a strong foundation for scalable, modernized dispute resolution processes."
-Brandon Venegas

Manuel Hernandez
"Manuel Hernandez has contributed to transformation by championing automation / apps for bulk as a new way of working."
-Brandon Venegas

Esteban Sanchez
"Esteban Sanchez has accelerated transformation by closing automation gaps and extending coverage across 41 suppliers."
-Brandon Venegas

Marilyn Marin and Amanda Montenegro
"Both managers have stepped up to take on highly complex and critical challenges that directly impact our clients' best interests. They are doing an exceptional job leading their teams, including onboarding new team members through uncharted processes, all while operating under significant pressure to stabilize operations and minimize any impact to our end customers."
-Ramses Quiros

Rosa Soto
"Has consistently delivered exceptional results while leading one of our most strategic customer accounts."
-Ramses Quiros

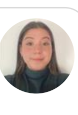
Karina Matamoros
"Karina has driven measurable progress across multiple high-impact workstreams this quarter, combining process improvement with dependable, deadline-driven execution."
-Wilbert Trejos

Jéssica Agüero
"Jéssica has been a steady hand across some of the team's most complex reconciliation work, while also stepping in to fill a leadership gap when needed."
-Wilbert Trejos

Ashley Arroyo
"Ashley is a go-to technical resource for the team, pairing deep billing expertise with consistently high-quality, high-volume output."
-Wilbert Trejos

Jose Pablo Chacón
"Jose Pablo, together with the FPR team, successfully implemented Quickbase for the Aviation Disputes end-to-end process. This achievement is the result of weeks of hard work, dedication, and collaboration."
-Fabian Monge

Natalia Castro and Dylan Bonilla
"While the reconciliation and cleanup efforts have presented significant challenges, the dedication, expertise, and teamwork demonstrated by Natalia, Dylan, and the broader team have placed us in a much stronger operational position. Thank you both for your leadership, collaboration, and commitment to continuous improvement."
-Fabian Monge



Fiorella Gonzalez
"Over the past several months, Fiorella has consistently demonstrated exceptional commitment and dedication to the signature reconciliation process."
-Fabian Monge

Monica Roldán
"Thank you, Monica, for your dedication, leadership, and relentless efforts to drive improvements and support the team's goals."
-Fabian Monge

10 Signing off with Eduardo Lopez and Andrea Leon

Andrea

I have had the privilege of serving as the integration leader from Genpact, welcoming and coaching the World Fuel rebadge leadership team on Genpact's ways of working, culture, transition methodologies, and financials, among other key company pillars. And I am very proud to witness the amazing capacity the team has to keep the business running with operational excellence, the positive spirit every time there is a site activity, because they always enjoy being part of it… and, most importantly, the team collaboration and friendship that our team developed… no matter how challenging day-to-day operations can be… we are always willing to support each other and be the best team we can be!

Eduardo

It has been over a year since we completed our transition and came together as one Genpact–WFS team. Throughout this journey, we have combined our knowledge and experience with new ways of working and innovative technologies, further strengthening our capabilities and enabling us to continue delivering exceptional service to our internal and external customers in our ongoing pursuit of excellence.

We would like to express our sincere appreciation for the tremendous support from the WFS leadership team, as well as the dedication, commitment, and hard work demonstrated by all our employees. Thanks to this collective effort, the transition was carried out as seamlessly as possible, while maintaining the highest quality standards across our processes and showcasing our ability not only to adapt to change but also to elevate our performance to even higher levels.

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