

Mr. OUSSAMA AI KAISSI
Chief Executive Officer
The Islamic Corporation for the Insurance of Investment
& Export Credit (ICIEC)

Ref. ESK/MD 23:017
Date: 12th of July 2023

Subject: Status of the ESKADENIA Software (ESKADENIA) Systems Implementation Project at The Islamic Corporation for the Insurance of Investment and Export Credit (ICIEC)

Dear Mr. KAISSI,

السلام عليكم ورحمة الله وبركاته

Thank you very much for your letter dated the 11th of July 2023. On the occasion of Eid Al Adha Al Mubarak and on behalf of all my colleagues at ESKADENIA, we would like to extend our best wishes to your good self, our ICIEC brothers and sisters and their families.

The combined teams of ICIEC IT and ESKADENIA have, in the past period since we met in Jordan and as agreed, been working on completing the verification of the Change Requests.

It is correct that we agreed during our meeting on a Change Requests' verification period of one week. This estimated time was however agreed on the basis of the verification of the Change Requests points that had an estimation exceeding 15-to-20-man days and those points amounted to around 12. The ICIEC IT team changed this assumption shortly after our meeting and insisted on the full verification of 255 points with full business scenarios that emulate the User Acceptance Test. The verification achieved as of today is 234 verified points and 17 points under verification.

The verification progress took much longer time for the above reason but there were also a number of other reasons including;

1. The ESKADENIA team was asked to work on additional and further changes on the system to extend the user friendliness, efficiency and accuracy of business processes including Entities Structure, Countries Structure, Customer Portal journey – Policy selection, CLA Structure and Submission, NPL & Claim submission details and Pending Cases Management Structure
2. The Verification of the completed Change Requests' points has been performed in a full process manner with focus on all details, side-processes, calculations, validations, controls etc. which has consumed more time than initially anticipated.
3. The teams faced Performance issues on the ICIEC Azzure Test Environment which impacted and delayed the verification process at the initial stages. Corrective actions were taken in coordination and communication with IsDB IT and Microsoft teams.
4. Reference to the verification of specific CRs points and the discussions held, changes to the implemented scope have been requested. The particular points were noted in the verification report for ICIEC reference as implementation of any Change Requests will be shifted post Go-Live, as previously agreed.
5. Unexpected system issues and missing business logic/controls that our team had to take time to correct, put in place, test and verify to assure smooth flow of business processes.
6. Certain Change Requests points were marked by ICIEC IT team to be reviewed during the UAT with ICIEC business users; this is a risk for the project which will further delay relevant activities therefore we recommend ICIEC IT team to review these points internally with ICIEC business users in advance taken into consideration the agreed upon scope.

ESKADENIA Software

P O Box 1555
Amman 11821
Jordan

Tel.: 962-6-5510717
Fax: 962-6-5510719

RECEIVED
CEO OFFICE – ICIEC
No: 25846 Date: 12 July 2023

The Change Requests verification has on the positive side definitely contributed to achieve a much better system quality and narrowed the gap on the systems' readiness between the ICIEC IT and ESKADENIA teams. The verification phase will certainly make the User Acceptance Test of the Credit Insurance System and Channels much easier as it covered and verified most business processes.

The Plan forward is quite honestly dependent on the ICIEC business team's cooperation, availability, feel of urgency and willingness to take the systems in to commercial operations. The remaining activities are;

1. User Acceptance Test, we believe that the User Acceptance Test will proceed smoothly in a period of 4 weeks assuming that the key business users are fully available and dedicated to do the test and do not insist on any additional requirements.
2. Business Simulation Sessions that will be performed totally by the ICIEC business users. This activity should in our opinion not take more than 4 weeks.
3. Credit Insurance System's Data Migration Re-conciliation and Finalization, this will take around 8 weeks but could be done parallel to the above two activities. The financial data migration re-conciliation activity has already been done with the ICIEC team.
4. Actual migration of data before Go-Live which should not take more than one week.

Our technical team is confident that we have reached the needed systems quality to go live but believe that the time plan is more dependent on the ICIEC side to drive the rest of the project.

We assure you again that the success of this project is extremely important and strategic to ESKADENIA and we are prepared, to put the needed efforts to go live as soon as possible.

With our best regards

Nael Salah
Managing Director
ESKADENIA Software