

## EVOLUTION

In 2006 the Moody International Board agreed to sponsor the development of a new software based operational application for the Technical Inspection Services (TIS), Technical Staffing Services (TSS), and Technical Training (TT) business units. From this requirement, the operational management system "Evolution" was born. Following an initial launch in the UK and Europe, the application steadily spread to most of the countries operating in the three business units.

Evolution is a full end-to-end operational solution starting with customer contract information through the project and individual assignments process, all the way to the invoicing and performance tracking. In addition, Evolution manages the process of technical specialist selection and allocation to assignments. Collection and entry of assignment documentation (such as visit reports, training details, and other related data) as well as associated time and expense information is also carried out either via direct entry to a dedicated extranet, or through a local office based solution.

Once operational data has been entered and approved, the system automates the customer invoice production, the inter-company invoice process and provides data for local payroll entry.

Evolution is now fully operational in all four operating regions with thirty-two countries (many with multiple offices) having been through the training and rollout process. This implementation process has been carried out by a team of four regional experts supported by the Moody Group Information Systems department based in the UK.

The feedback from the users in the field is very positive and the system is starting to pay dividends by providing the senior management team with live operational information. As well, the efficiencies gained by Evolution continue to impress both our clients and technical personnel, and further distinguish Moody International as providing a unique, identifiable and proactive high level of service to our clients.

Evolution Phase III is now under development and this includes enhancements that will add further operational functionality as well as improvements to the end user experience such as a home screen tailored to the user's job role.

All of this effort is put forth to improve the overall "marketing to coordination to accounting process" and benefit clients by way of increased service delivery time, accurate reporting and invoicing, and better communication, emphasizing Moody's constant commitment to continual improvement.

