

# ISPHERE AROUND THE WORLD

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## MESSAGE FROM THE CEO JEHAN PEREIRA



Hello all and as Christmas approaches, thoughts of spending time with our families and potentially holidays are foremost on our minds. While this is important please take time to remember those that are less fortunate and need to spend this time alone, or will not be able to open presents on Christmas day as they don't have the disposable income. iSphere Global donates money each year to the less fortunate in the Philippines whereby children are given a small present and parents are supplied with bags of rice to help fill their otherwise empty stomachs. However, this year we are taking it to a new level. We will assist with taking our sponsored children to the beach in Subic. None of these children have even seen the ocean, let alone been on an air-conditioned bus. This is being organised via the Rotarian's so that all money is accounted for and there are no fees or salaries coming out. I hope to attend the event this year and will take several pictures if I do. In our last newsletter, I mentioned that iSphere Global have embarked on a partnership with FICO in the Asian region. Well to this, Alex Rodriguez has been working tirelessly with the major banks to secure sales such as Blaze Advisor, Falcon

and Triad . So far, we have made a major sale to Bank of Commerce with Blaze Advisor and are positioned well for three major Falcon deals and one Triad deal. So please join me in congratulating Alex and wishing him luck with the rest.

Our team in Singapore has been commended for their flawless work on the RBS integration at the ANZ in Jakarta, Taiwan and Singapore. This has been a long and tiring project with many ego's and political business games sometimes distracting people, but to our teams credit we have maintained our professionalism and delivered. During this time and as you know, Amarnath has decided to take on the role of BDM and local contact for iSphere Global Singapore. He is to be contacted in the first instance for any queries and updates. Amarnath and I speak frequently and he is aware of what HQ is doing.

Our Melbourne based staff are by far the "A" team too and have been working on several high end projects with our various clients. Our numbers have increased by 20% in Australia and I want to see that double for 2012, with a lot more business coming our way.

To this end, please make welcome James Berti of Citi and ANZ fame to our family. James has been a friend of iSphere's for some time now and it seemed only fitting that he join our management team with the hope that he will bring with him new business from other multi nationals, as well as a strong management style. Moving forward, Amarnath and Daniel Manicad will report through to James for each region and James will inturn report through to me.

In closing, I hope you all have a safe and merry Christmas period with a prosperous and healthy 2012.

**Thank you to all for your continued support and efforts in making our company the first choice of our clients**



## LETTER FROM THE EDITOR DAMIAN DE SILVA

Hello everyone.

So sorry for being tardy with this issue of the newsletter. After coming back from my fun filled action packed worldwide holiday to Koh Samui, Paris, UK, Kentucky and Las Vegas in early September, its taken me this long to recover! (I just couldn't resist rubbing that in..hehe..) You're probably thinking why the heck would anyone go to Kentucky? Over 20 years ago I had the opportunity to study and play basketball in the USA and really enjoyed the experience. This trip gave me the chance to catch up with some long time friends and see my hold haunts... I thoroughly enjoyed revisting my past.

For this issue I had the privilege of interviewing one of our newest staff members, James Berti who has taken up the role of CEO Asia Pacific for Asia Pacific.

In 1984 James graduated from RMIT with a Bachelor of Science and Computing. He obtained a role with Myer working in application development for the retail market. After 4 and a half years James left and started contracting to save money and travel around the world.

After 2 and half years of jet setting around Europe and South Africa reality set in and James headed back to Oz. He secured a job working for Australian Cards Services, which after a short while was acquired by Citibank. A year down the track Citibank closed their Melbourne office and moved to Sydney, which eventually meant commuting between, Sydney and Singapore.

Citibank Sydney was also the place where James met his future wife, Sarah. James stayed in this role for a further 4 years and then was asked to run Citibank Singapore office. So once again James and Sarah moved. Whilst in Singapore, Sarah gave birth to 2 of their 3 children Natasha and Georgia.

A few years later the Berti family moved back to Melbourne where Jayden joined the young Berti clan. James stayed working for Citibank and commuted to Sydney every week. Leaving Monday morning and coming back Thursday afternoon, which he kept up for 4 years. Then the GFC hit so James decided to take a package and focus on his young family.

Soon after leaving Citi, James landed a role at ANZ where he stayed for 12 months as a Project Director in the Technology space. He became a close friend of iSphere Global whilst at the "Z" and a lot of staff respected and enjoyed working with him. head office. Therefore a senior post at iSphere Global, bringing in new business including Citi seemed an obvious home for James, post the ANZ.

I asked James when was the first time he met our illustrious boss, Jay? James earliest recollection of Jay was when he was at ANZ. Jay's earliest memory of James dates back to his Citibank days in Melbourne. I'm guessing Jay didn't have all his bravado that he has now, sorry Boss.....

Barely a month into my new role as CEO- AP, James has been focusing on the following areas in order to quickly become productive. He is meeting as many iSphere staff as possible, making contact with his professional Network and understanding iSphere's capabilities and track record.

James hopes to meet you all in the not too distant future and looks forward working with you on our new quest. He'd like to thank Jay for the opportunity and is very excited about being part of the iSphere team and is looking forward to the challenge of taking iSphere to new heights in the Asia Pacific Region.

Thank you James for taking the time for this interview and welcome to the iSphere Global Team.



## UPCOMING EVENTS

FICO will be hosting Bancnet at Las Vegas, USA on October 31. Each member bank is represented by a senior level executive of whom 18 will be participating in the event. Although FICO has already engaged Bancnet in Fraud Management discussions in particular, this activity is also expected to raise FICO / iSphere Global's presence and reputation in the Philippine Banking industry.

FICO will also be having its annual FICO World user conference in New York City from November 1-4. Bank of Commerce will be sending one of its executives to the event.

IDC and FICO will also be having its annual Chief Risk Officer (CRO) Conference from Dec 9-11 at Bali, Indonesia. CRO of Rizal Commercial Banking Corporation (RCBC), Banco De Oro (BDO), Bank of Philippines Island (BPI) and Bank of Commerce are expected to participate.

## STAFF MATTERS

There has been a lot of movement over the last few months with new staff joining our Melbourne office and existing staff starting new assignments. I hope everyone has settled in to their new roles well and have caught up with other ISG staff working onsite.

To ensure staff movements are known during Christmas/New Year period please ensure leave forms are sent to Charlene as soon as possible. For contract staff, please also advise Charlene of your expected leave dates to ensure we are updated with your absence.

Charlene will be taking maternity leave early next year and we will have a new person joining our administration team shortly, we will keep everyone posted.

If anyone has questions or queries in relation to employment, leave or payments please contact Kerrie Chipman on 9013 2634 or email: [kerrie@isphereglobal.com](mailto:kerrie@isphereglobal.com).

**A reminder to send timesheets each week and submit leave forms as earliest as possible.**

**Thank you Kerrie Chipman, Daniel Manicad and**

## UPCOMING PUBLIC HOLIDAYS

### Melbourne:

#### 2011

Tuesday 27 <sup>th</sup> Dec (in lieu of Sunday 25 <sup>th</sup> Dec)	Christmas Day
Monday 26 <sup>th</sup> Dec	Boxing Day

#### 2012

Monday 2 <sup>nd</sup> Jan (in lieu of Sunday 1 <sup>st</sup> Jan)	New Year's Day
Thursday 26 <sup>th</sup> Jan	Australia Day

### Singapore:

#### 2011

Monday 7 <sup>th</sup> Nov (in lieu of Sunday 6 <sup>th</sup> Nov)	Hari Raya Haji
Monday 26 <sup>th</sup> Dec (in lieu of Sunday 25 <sup>th</sup> Dec)	Christmas Day

#### 2012

Monday 2 <sup>nd</sup> Jan (in lieu of Sunday 1 Jan)	New Year's Day
Monday 23 <sup>rd</sup> & Tuesday 24 <sup>th</sup> Jan	Chinese New Year

### Manila:

#### 2011

Monday 7 <sup>th</sup> Nov	Islam Feast of Sacrifice
Wednesday 30 <sup>th</sup> Nov	Bonifacio Day
Friday 30 <sup>th</sup> Dec	Rizal Day

THE KEY TO SUCCESS  
Determination, with an  
optimistic attitude, is the key  
factor  
for success

by Dalai Lama

## STAFF ACHIEVEMENTS

Firstly, congratulations to Daniel Manicad for taking on the role of Director of Operations for iSphere Global's Manila office. Some of his duties include managing our existing clients ANZ, BPI MCC, and building relationships with potential clients.

The Glocards project formally came to a close on 30th Oct 2011 with some warranty support tasks continuing into Nov 2011. iSphere played an integral part to deliver the ANZ Glocards project encompassing:

### Indonesia GloCards

Around 500,000 credit cards have been migrated from the RBS TSA platform to the existing ANZ GloCards platform. This means there is now one consolidated platform for our credit card business in Indonesia, with over 1.9 million credit card accounts.

### Singapore GloCards

The GloCards team successfully moved over 70 million credit cards and loyalty records from the RBS systems to ANZ GloCards and local applications.

- 280,000 accounts and 360,000 cards migrated from the ex-RBS HP system to the new GloCards VisionPLUS system
- 213 users trained across 1,783 training hours
- Approximately 600 interface files
- Approximately 50 interfaces
- More than 40 applications

### Taiwan GloCards

The successful migration from HP to ANZ VisionPLUS for Taiwan Cards business.

- migrated 2.75 million cards
- built 1,662 interfaces
- changed 4.45 million lines of Vision+ code
- trained 1,753 staff over 11,421 hours
- tested over 15,000 scripts

iSphere was supporting the project for all 3 countries with:

- our design lead in Melbourne
- our Singapore Regional BA team providing coverage for Business requirements, User Acceptance, Dress rehearsals and Go-Live
- Test management leads on and off-site.

In addition, iSphere also supported the development for the Glocard Indonesia interfaces from our Manila team and also managed the Taiwan Implementation with our on-site Implementation Lead.

A proud achievement for iSphere and for all our staff who worked very hard to deliver under pressure. Well done!

**Thank you to all our staff for representing iSphere Global in a professional manner and providing excellent skills and knowledge.**

## MELBOURNE'S CHRISTMAS CELEBRATION

**WHEN: 6PM-10PM FRIDAY 2<sup>ND</sup> DECEMBER**

**WHERE: BAROQ HOUSE 9-13 DREWERY LANE. MELBOURNE CBD**

## MANILA'S CHRISTMAS CELEBRATION

**WHEN: 7:30PM-12AM FRIDAY 9<sup>TH</sup> DECEMBER**

**WHERE: MANDARIN HOTEL, BLONDEL FUNCTION ROOM, MAKATI CITY**

## SINGAPORE CHRISTMAS CELEBRATION

**TO BE ADVISED**

## 2012 DIARIES

**WILL BE AVAILABLE EARLY DECEMBER**