

Ranjithkumar Pooranaselvan

To: Vijaya Raghavan; Abhishek Mishra; Jisha Pillai
Subject: RE: CR Number : 10241372 has been rejected. || CR Title : Infrastructure Software- Henry Schein Project- VMware Horizon Client

From: P V S Jyotsna <pvs.jyotsna@tcs.com>
Sent: Monday, December 6, 2021 6:13 PM
To: Vijaya Raghavan <vijay.raghavan@tcs.com>
Cc: Gopalakrishnan Nagarajan <gopalakrishnan.nagarajan@tcs.com>; Ankit Singhal <ankit.sing@tcs.com>; Rammesh T <rammesh.t@tcs.com>
Subject: Fw: CR Number : 10241372 has been rejected. || CR Title : Infrastructure Software- Henry Schein Project- VMware Horizon Client

Dear Vijaya,

Kindly re-raise the CR with the details provided in trailing mail.

Thanks and Regards
PVS Jyotsna

From: Gopalakrishnan Nagarajan <gopalakrishnan.nagarajan@tcs.com>
Sent: Monday, December 6, 2021 5:07 PM
To: Chennai InternalITSoftwareMgt <Chennai.InternalITSoftwareMgt@tcs.com>; Rammesh T <rammesh.t@tcs.com>
Cc: Harish C <harish1.c@tcs.com>; Annamalai Dhandapani <d.annamalai@tcs.com>; Abirami B <abirami.b3@tcs.com>; Ankit Singhal <ankit.sing@tcs.com>; P V S Jyotsna <pvs.jyotsna@tcs.com>
Subject: Re: CR Number : 10241372 has been rejected. || CR Title : Infrastructure Software- Henry Schein Project- VMware Horizon Client

Thanks Kamal.

Jyotsna, can you inform Ranjeet/Vijaya to do needful. This started with his mail from them seeking help.

Regards,
GK

N.Gopalakrishnan
Segment Delivery Head – Healthcare Business Unit
Tata Consultancy Services
Website: <http://www.tcs.com>

From: Kamal K <k.kamal1@tcs.com> on behalf of Chennai InternalITSoftwareMgt <Chennai.InternalITSoftwareMgt@tcs.com>
Date: Monday, 6 December 2021 at 5:04 PM
To: Gopalakrishnan Nagarajan <gopalakrishnan.nagarajan@tcs.com>, Rammesh T <rammesh.t@tcs.com>
Cc: Harish C <harish1.c@tcs.com>, Annamalai Dhandapani <d.annamalai@tcs.com>, Abirami B <abirami.b3@tcs.com>, Ankit Singhal <ankit.sing@tcs.com>, P V S Jyotsna <pvs.jyotsna@tcs.com>

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Dear GK,

TCSA90238 MSA has been added in portal.

Kindly raise the CR with the same category along with the this trial mail (PDF format).

CR will be approved once reflected in Ultimatrix.

Regards,

Kamal K
ITIS - Software management team
Infrastructure Services, Internal IT
Tata Consultancy Services Limited
M/sTata Consultancy Services Limited,
TCSL "Siruseri SEZ Unit", Plot No.1/G1, SIPCOT I.T. Park,
Siruseri, Navalur Post, Kancheepuram District
Chennai - 603 103, Tamil Nadu
India

Website: <http://www.tcs.com>

From: Gopalakrishnan Nagarajan <gopalakrishnan.nagarajan@tcs.com>

Sent: Monday, December 6, 2021 3:26 PM

To: Chennai InternalITSoftwareMgt <Chennai.InternalITSoftwareMgt@tcs.com>; Rammesh T <rammesh.t@tcs.com>

Cc: Harish C <harish1.c@tcs.com>; Annamalai Dhandapani <d.annamalai@tcs.com>; Abirami B <abirami.b3@tcs.com>; Ankit Singhal <ankit.sing@tcs.com>; P V S Jyotsna <pvs.jyotsna@tcs.com>

Subject: Re: CR Number : 10241372 has been rejected. || CR Title : Infrastructure Software- Henry Schein Project- VMware Horizon Client

Dear Kamal,

Can you help here. I am getting bit lost. I have shared the MasterSOW in total which has sign, and Rammesh had shared earlier the section where the s/w is being discussed. What are we missing. Can you help organize a call, or let me know if I need to reach someone else.

Dear Annamalai – Can you help please.

Regards,
GK

N.Gopalakrishnan
Segment Delivery Head – Healthcare Business Unit
Tata Consultancy Services
Website: <http://www.tcs.com>

From: Kamal K <k.kamal1@tcs.com> on behalf of Chennai InternalITSoftwareMgt <Chennai.InternalITSoftwareMgt@tcs.com>

Date: Monday, 6 December 2021 at 2:28 PM

To: Gopalakrishnan Nagarajan <gopalakrishnan.nagarajan@tcs.com>, Rammesh T <rammesh.t@tcs.com>

Cc: Harish C <harish1.c@tcs.com>, Annamalai Dhandapani <d.annamalai@tcs.com>, Abirami B <abirami.b3@tcs.com>, Ankit Singhal <ankit.sing@tcs.com>, P V S Jyotsna <pvs.jyotsna@tcs.com>

Subject: RE: CR Number : 10241372 has been rejected. || CR Title : Infrastructure Software- Henry Schein Project- VMware Horizon Client

Dear GK,

Kindly share the valid software addendum or Please share SOW screenshots of below mandatory details for further proceedings.

1. Software Name
2. Software Usage Location
3. Software Usage quantity
4. License type
5. MSA StartDate
6. MSA End Date
7. TCS and Client signatory

Regards,

Kamal K

ITIS - Software management team
Infrastructure Services, Internal IT
Tata Consultancy Services Limited
M/sTata Consultancy Services Limited,
TCSL "Siruseri SEZ Unit", Plot No.1/G1, SIPCOT I.T. Park,
Siruseri, Navalur Post, Kancheepuram District
Chennai - 603 103, Tamil Nadu
India

Website: <http://www.tcs.com>

From: Gopalakrishnan Nagarajan <gopalakrishnan.nagarajan@tcs.com>

Sent: Friday, December 3, 2021 5:49 PM

To: Chennai InternalITSoftwareMgt <Chennai.InternalITSoftwareMgt@tcs.com>; Rammesh T <rammesh.t@tcs.com>

Cc: Harish C <harish1.c@tcs.com>; Annamalai Dhandapani <d.annamalai@tcs.com>; Abirami B <abirami.b3@tcs.com>; Ankit Singhal <ankit.sing@tcs.com>; P V S Jyotsna <pvs.jyotsna@tcs.com>

Subject: Re: CR Number : 10241372 has been rejected. || CR Title : Infrastructure Software- Henry Schein Project- VMware Horizon Client

Dear All

Attached is the MasterSoW. We can get into a call if needed. Please refer Section 7 where this is mentioned. Kindly approve the request at earliest as work is getting impacted .

1. Software Name – VMWare Horizon
2. Software Usage Location – TCS Laptops/Desktops

3. Software Usage quantity – This will depend on number of people who work from offshore , and each system needs to have VPN client in order to connect to client system. The URL to connect is already whitelisted in TCS side.
4. License type -
5. MSA StartDate – 26/Aug/21
6. MSA End Date – 25/Aug/24
7. TCS and Client signatory – Deepak Chaudhari, Country Head Ireland & Derek Collins, Director , Henry Schein Ireland.

Regards,
GK

N.Gopalakrishnan
Segment Delivery Head – Healthcare Business Unit
Tata Consultancy Services
Website: <http://www.tcs.com>

From: Kamal K <k.kamal1@tcs.com> on behalf of Chennai InternalITSoftwareMgt
<Chennai.InternalITSoftwareMgt@tcs.com>

Date: Friday, 3 December 2021 at 5:38 PM

To: Rammesh T <rammesh.t@tcs.com>

Cc: Harish C <harish1.c@tcs.com>, Annamalai Dhandapani <d.annamalai@tcs.com>, Gopalakrishnan Nagarajan <gopalakrishnan.nagarajan@tcs.com>, Abirami B <abirami.b3@tcs.com>

Subject: RE: CR Number : 10241372 has been rejected. || CR Title : Infrastructure Software- Henry Schein Project- VMware Horizon Client

Dear Rammesh,

Please share SOW screenshots of below mandatory details for further proceedings.

1. Software Name
2. Software Usage Location
3. Software Usage quantity
4. License type
5. MSA StartDate
6. MSA End Date
7. TCS and Client signatory

Regards,

Kamal K
ITIS - Software management team
Infrastructure Services, Internal IT
Tata Consultancy Services Limited
M/sTata Consultancy Services Limited,
TCSL "Siruseri SEZ Unit",Plot No.1/G1, SIPCOT I.T. Park,
Siruseri, Navalur Post, Kancheepuram District
Chennai - 603 103,Tamil Nadu
India

Website: <http://www.tcs.com>

From: Rammesh T <rammesh.t@tcs.com>

Sent: Thursday, December 2, 2021 3:25 PM

To: Abirami B <abirami.b3@tcs.com>; Chennai InternalITSoftwareMgt <Chennai.InternalITSoftwareMgt@tcs.com>

Cc: Harish C <harish1.c@tcs.com>; Annamalai Dhandapani <d.annamalai@tcs.com>; Gopalakrishnan Nagarajan <gopalakrishnan.nagarajan@tcs.com>

Subject: FW: CR Number : 10241372 has been rejected. || CR Title : Infrastructure Software- Henry Schein Project- VMware Horizon Client

Hi Abirami,

Requesting you to review the attached MSA of the **Henry Schein** Project. Project team is requesting for the installation of **VMware Horizon Client** application in the TCS SOE machines to connect the customer VDI environment. So Please find the attached MSA document and below snapshot reference in the email trail for your review and approval of the RFC.

Thanks & Regards

Rammesh T

Cigna Account IS Spoc

Tata Consultancy Services

M/s. Tata Consultancy Services Ltd.,

TCSL "Chennai One" - SEZ Unit, (IGGGL- SEZ)

200 Ft. Thoraipakkam - Pallavaram Ring Road, Thoraipakkam,

Chennai - 600 096, Tamil Nadu

India

Cell:- 9940032451

Mailto: rammesh.t@tcs.com

Website: <http://www.tcs.com>

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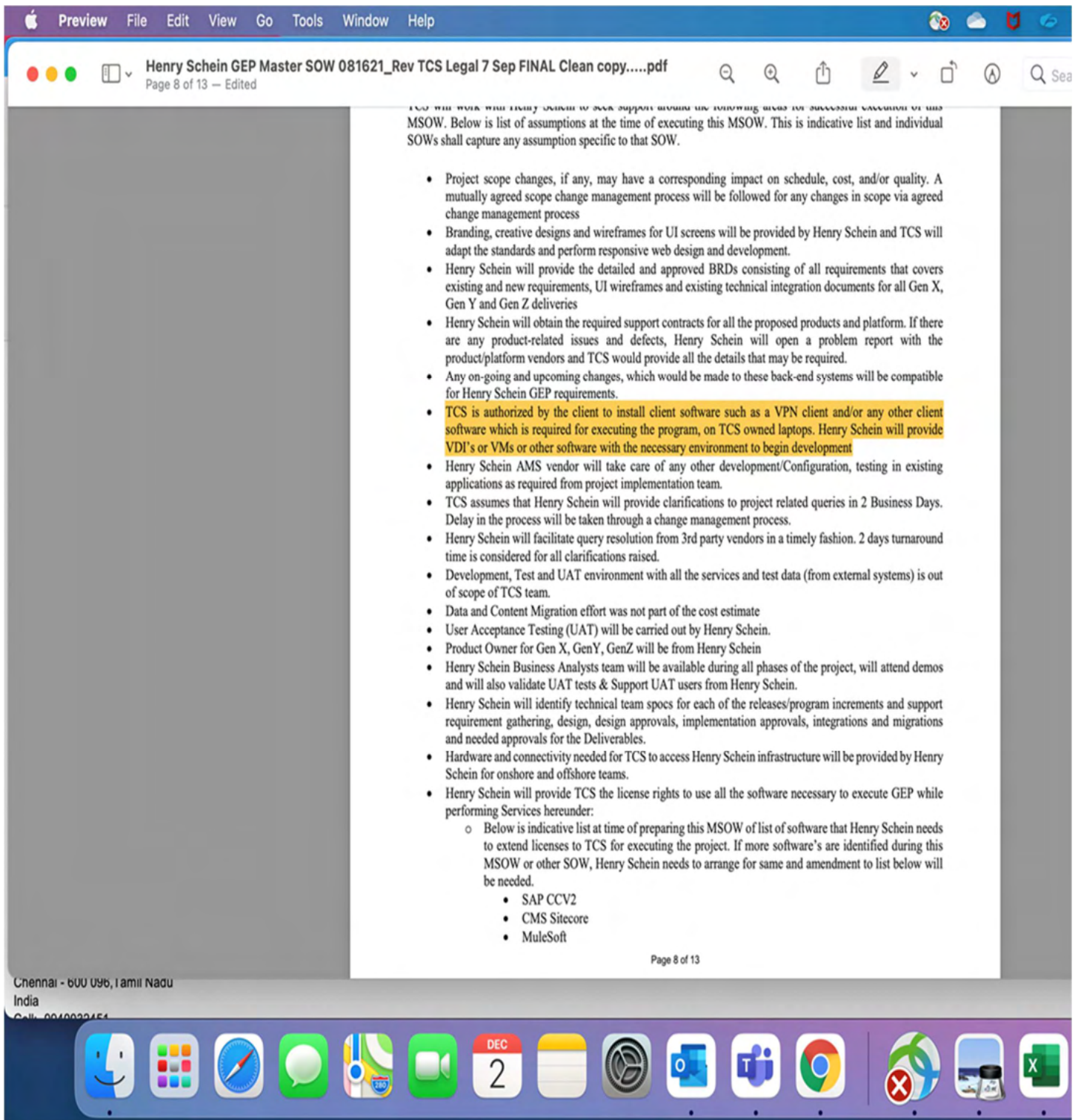
From: Gopalakrishnan Nagarajan <gopalakrishnan.nagarajan@tcs.com>

Sent: Thursday, December 2, 2021 2:50 PM

To: Rammesh T <rammesh.t@tcs.com>

Subject: Re: CR Number : 10241372 has been rejected. || CR Title : Infrastructure Software

This is referred in the Master SoW that's attached. Below is the extract from MSoW. Can you please help.



locations have

Regards,
GK

N.Gopalakrishnan
Segment Delivery Head – Healthcare Business Unit
Tata Consultancy Services
Website: <http://www.tcs.com>

From: Rammesh T <rammesh.t@tcs.com>
Date: Thursday, 2 December 2021 at 1:06 PM
To: Gopalakrishnan Nagarajan <gopalakrishnan.nagarajan@tcs.com>
Subject: RE: CR Number : 10241372 has been rejected. || CR Title : Infrastructure Software

Dear GK,

As per the below email trail, Project team should share the MSA reference document for the software installation approved by customer team or Valid software addendum signed by the Customer team with software version /License details if we request for any software installation other than TCS standard operating environment. These documents will be verified by the TCS software compliance team for each branch location separately and their approval email should be attached along with each RFC request.

Thanks & Regards
Rammesh T
Cigna Account IS Spoc
Tata Consultancy Services
M/s. Tata Consultancy Services Ltd.,
TCSL "Chennai One" - SEZ Unit, (IGGGL- SEZ)
200 Ft. Thoraipakkam - Pallavaram Ring Road, Thoraipakkam,
Chennai - 600 096, Tamil Nadu
India
Cell:- 9940032451
Mailto: rammesh.t@tcs.com
Website: <http://www.tcs.com>

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From: Gopalakrishnan Nagarajan <gopalakrishnan.nagarajan@tcs.com>
Sent: Thursday, December 2, 2021 10:23 AM
To: Rammesh T <rammesh.t@tcs.com>
Subject: FW: CR Number : 10241372 has been rejected. || CR Title : Infrastructure Software

Hi Rammesh

Will need some help. Call me when you get chance.

Regards,
GK

N.Gopalakrishnan
Segment Delivery Head – Healthcare Business Unit
Tata Consultancy Services
Website: <http://www.tcs.com>

From: Gopalakrishnan Nagarajan <gopalakrishnan.nagarajan@tcs.com>
Sent: Thursday, December 2, 2021 9:12 AM
To: Erik Henderson <erik.henderson@tcs.com>; Ranjithkumar Pooranaselvan <ranjithkumar.pooranaselvan@tcs.com>
Cc: Abhishek Mishra <abhishek.m5@tcs.com>; Vijaya Raghavan <vijay.raghavan@tcs.com>; Jisha Pillai

<Jisha.Pillai@tcs.com>; P V S Jyotsna <pvs.jyotsna@tcs.com>; Shiva Kumar Dabbiru <shivakumar.dabbiru@tcs.com>;
SHOUMYA DARSHAN PANIGRAHI <shoumyadarshan.panigrahi@tcs.com>; Ankit Singhal <ankit.sing@tcs.com>

Subject: Re: CR Number : 10241372 has been rejected. || CR Title : Infrastructure Software

Hi Erik let me check . Not sure what the issue is . VM ware installation is done for others I guess.

Vijaya what's the issue ? And what location is this from?

Regards
N.Gopalakrishnan

Get [Outlook](#) for iOS

From: Erik Henderson <erik.henderson@tcs.com>
Sent: Thursday, December 2, 2021 6:27 AM
To: Ranjithkumar Pooranaselvan; Gopalakrishnan Nagarajan
Cc: Abhishek Mishra; Vijaya Raghavan; Jisha Pillai; P V S Jyotsna; Shiva Kumar Dabbiru; SHOUMYA DARSHAN PANIGRAHI
Subject: RE: CR Number : 10241372 has been rejected. || CR Title : Infrastructure Software

Hi GK, can you help escalate this CR and process, as Ranjith has correctly submitted the required information to get the CR approved however the 'approver' has still rejected his CR.

Thanks,
Erik

Erik Charles Henderson
Program Manager
Customer Experience Transformation
Tata Consultancy Services
Cell: 913-314-1766
eMail: Erik.Henderson@tcs.com

From: Ranjithkumar Pooranaselvan <ranjithkumar.pooranaselvan@tcs.com>
Sent: Wednesday, December 1, 2021 9:08 AM
To: Erik Henderson <erik.henderson@tcs.com>
Cc: Abhishek Mishra <abhishek.m5@tcs.com>; Vijaya Raghavan <vijay.raghavan@tcs.com>; Jisha Pillai <Jisha.Pillai@tcs.com>; P V S Jyotsna <pvs.jyotsna@tcs.com>; Shiva Kumar Dabbiru <shivakumar.dabbiru@tcs.com>; SHOUMYA DARSHAN PANIGRAHI <shoumyadarshan.panigrahi@tcs.com>
Subject: FW: CR Number : 10241372 has been rejected. || CR Title : Infrastructure Software

Hi Erik,

As per your guidance, while raising CR I had attached the SOW document for VW Ware Installation (*Henry Schein GEP Master SOW 081621_Rev TCS Legal 7 Sep FINAL Clean*). But Still the ISM team expecting the detailed addendum. Please guide me, how to get it done.

Thanks & Regards
Ranjithkumar Pooranaselvan
TATA CONSULTANCY SERVICES
Mobile : +91-9600299676
Mail : ranjithkumar.pooranaselvan@tcs.com