



DIRECT INTEGRATION WITH MSC STEPS AND REQUIREMENTS

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VERSION REVIEWS / APPROVALS

VERSION	NAME	DATE	RESPONSIBLE CONTACT
1.0	Document creation	July 2020	CH001-msc.integration@msc.com

1. DOCUMENT OBJECTIVE

This document highlights the steps undertaken during a direct connection setup between MSC and its customers and vendors, along with the main information required as inputs and expected outputs throughout the integration process, from each of the parties.

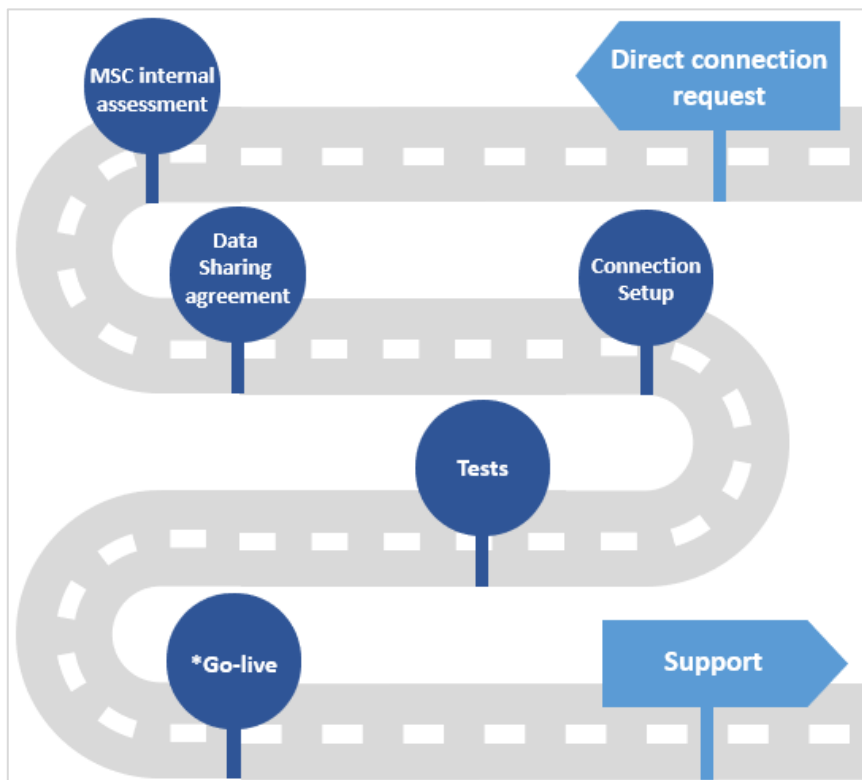
The main goal of this document is to serve as a guide, enabling MSC and its partners to have a better visibility on what are the different stages the direct integration process goes through and what is the information required on each of them, likewise, both sides can make information available beforehand and, consequently, save time during implementation.

It is important to mention that, depending on the use case, information requested to be provided from Vendors and Customers to MSC can be different, having in that case two different sections per step.

2. STEPS AND REQUIREMENTS

In this section, it will be presented the detailed view of the process, as well as each of the steps and information required and provided by each of the parties involved on the direct integration. Internal processes are not described on this document, neither from MSC nor from its partners.

Below, the overall process from a high-level perspective:



The next topics describe, in details, the steps and data required in each of the steps above.

2.1 DIRECT CONNECTION REQUEST

This first step is where more information is required, there it is required to MSC's partners to properly define what is in scope for the direct integration i.e.: data formats, connection details, samples, etc.,

To make it simpler, MSC provides a structured form where it is listed all the information required by MSC to initiate the Internal assessment, the form can be found [HERE](#). Upon the form's submission, MSC's internal team will receive the details and initiate the evaluation process.

It might also be the case that a follow-up call is arranged for clarifications, demos or request any missing information.

2.2 MSC INTERNAL ASSESSMENT

Upon previous step completion, MSC's internal teams will run an assessment on the request, from the business and technology standpoints in order to take the GO/NO GO decision

The output of this step will be communicated back to the requestor, via email, by the MSC's internal teams.

2.3 DATA SHARING AGREEMENT

Upon a positive outcome from the previous step and in order to protect MSC's and the partners' data, a **Data Sharing Agreement** is implemented, with the intention to secure the direct integration process and define the boundaries by which the data exchanged can be used.

A draft of this document will be shared with the concerned parties, once all the parties are ok with the document, this will be validated by the legal teams and signed off.

Worth highlighting the information needed by MSC to build the Data Sharing Agreement draft:

- Full Company name:
- Full Company address:
- Name and position of the responsible for the connection (the person responsible to sign the agreement):
- Confirmation on the functional scope of the integration:
- (In case of vendor) Provide a letter of intent (LOI), from customer allowing MSC to share customer's data with the given vendor.

IMPORTANT: In case there is no consensus on the terms of the data sharing agreement, or, in case it is not signed by any other reason, the direct integration will not be pushed further up to production.

2.4 CONNECTION SETUP

At this step, it will be configured the connection between MSC and its customer or vendor taking the information received on the form submitted at the beginning of this process (2.1).

To ensure a smooth and efficient configuration, MSC will have its application connectivity specialists directly in touch with customer's or vendor's technical team, therefore, it is important to provide the correct contacts on the form under "**Technical Contact**" section.

Once the connections are properly tested and approved on Test and Production environments, the data quality and functional tests can be initiated

2.5 TESTS

Within this step, tests will be carried out to ensure the data has the right quality, information is on the right flow, the messages are following the right structure and both, MSC and its partners, are satisfied with the results of the implementation.

Minor fixes are common during this stage of the process, nevertheless, new requirements that could affect the project timelines will be considered as additional enhancement and might be taken separately.

Also, information used on tests can be either production-like data or fully anonymized data, depending on the data sensitivity and/or agreement between parties.

The confirmation on the test success outcome will be done via email, allowing the parties to start the next step, which is the go-live plan and execution.

2.6 GO-LIVE

As the name says, at this step it will be planned and executed the go-live strategy, provided that the dates and scope are confirmed.

In case of multiple messages planned on the integration, each one will be migrated as per the priority order agreed by the parties.

IMPORTANT: In case there is no consensus on the terms of the data sharing agreement step (2.3), or, in case it is not yet signed by any other reason, the direct integration will not be going-live. Even if tests are completed, the connection will be put on-hold until agreement is signed.

2.7 SUPPORT

MSC has a dedicated support team that provides a 24/7 support on the direct integrations, however, additional requirements or change/enhancement on the direct integration scope must be addressed through a different channel than the support one.

Contact details are described on the following section.

3. MSC CONTACTS

To make the best out of the communication, MSC has segmented the contacts related to direct integrations in two different groups, responsible for specific parts of the integration process and support as well, find the contacts below:

3.1 TECHNICAL SUPPORT

Being responsible for keeping the data communication flows up and running, MSC support team provides the proper care after having the direct connection released in production, likewise, all questions or issues related to technical aspects, such as, connection issues and/or missing data should be addressed to **Support Team** email address (CH001-EDISupport@msc.com).

3.2 FUNCTIONAL SUPPORT

As the first point of contact for all the direct integrations requests, either coming from new connections or for enhancements on the already existing ones, Digital and Innovation team coordinates from MSC internally and externally, the end-to-end connection process, from the first contact up to production release.

In case you wish to know the status of your direct integration request or have any other question or doubt about it, contact Digital and Innovation team through **MSC Integration** mailbox (CH001-msc.integration@msc.com).