

## Hexaware Partners With Leading European Telecom Service Provider to Offshore Back Office Operations

### Client Overview

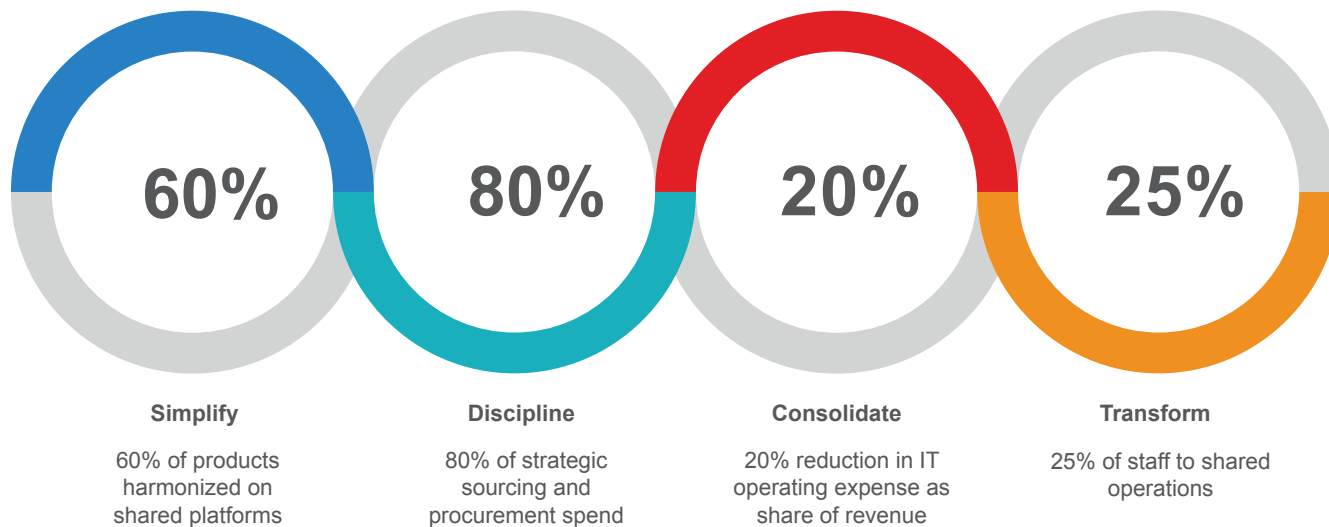
The client is one of Europe's leading telecom operators with revenues in excess of \$6 billion and more than 8,000 employees.

It offers mobile, fixed broadband, telephony, data network and content services to 13 million customers in 9 countries.

### The Need

The client launched a program to introduce a step change in productivity in today's extremely challenging telecom industry landscape.

### Program Objectives



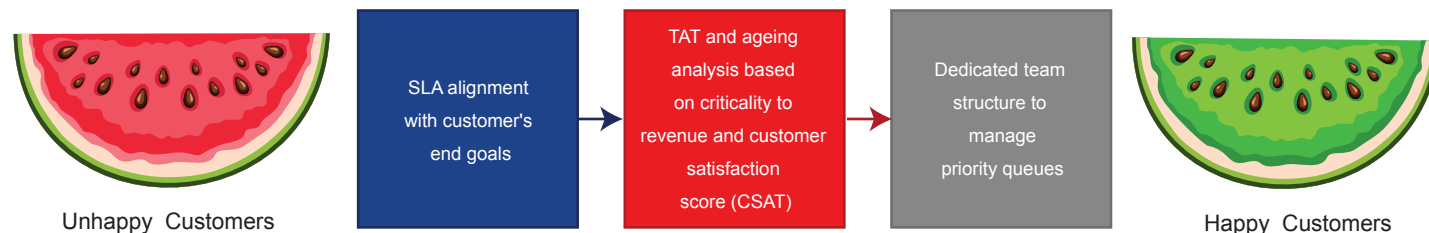
### The first step of the program was to consolidate and offshore all telecom back office processes to:

- Increase productivity and efficiency
- Reduce costs
- Build for future growth
- Foster a culture of continuous improvement

The client's primary objective was to reduce the total cost of operations (TCO) while maintaining the quality of its services. It sought a partner who was able to manage the offshore back office processes at the lowest cost and the best quality.

## The Solution

Hexaware's solution embodied its quality philosophy of turning unhappy customers into delighted ones.



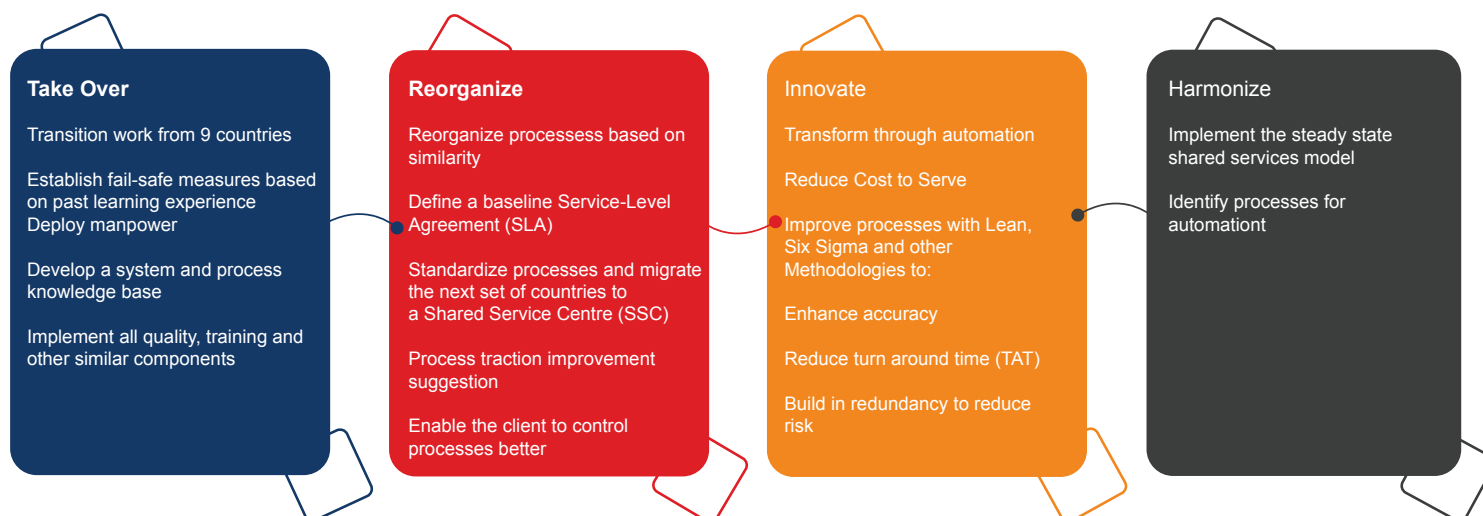
With increasing outsourcing in the IT services industry, clients of IT service providers are facing numerous challenges. Similar to a watermelon, which is green on the outside but red inside; clients may seem content with a vendor who meets or exceeds SLAs. Yet, on digging deeper, the client's dissatisfaction is revealed.

Hexaware, however, works with the client to devise a solution which thoroughly addresses the client's requirements.

To enable the referred client achieve desired objectives, Hexaware proposed a solution that focused on 4 key areas: choice of location, the implementation approach, set up of scalable processes, and progress and innovation.

Chennai, India was selected as the offshore location for the following reasons: abundance of telecom talent, mature telecom outsourcing destination, follow the sun delivery, low attrition and infrastructure readiness.

Hexaware adopted a 4-phase approach to transition the operations.



## Key Features

- **Consolidation:** consolidated and centralized back office operations in a phased manner
- **Shared services centre approach:** managed the back office within an integrated and centralized shared services framework
- **Delivery excellence:** guaranteed "as-is" state delivery with agreed service levels
- **Innovation:** used workflow, work force management and business intelligence tools and templates, along with robotics process automation (RPA) to provide automation benefits
- **Cost Reduction:** reduced TCO and increased productivity-linked savings over the duration of the engagement
- **Multilingual support:** provided support in English, Swedish and Dutch

## Client Benefits

- 50% reduction in service TCO over a 3-year period
- 95% accuracy in operations
- 11,000 transactions processed within a month of the transition
- Almost 10% increase in revenue due to increased upsell and cross-sell
- Better control, standardization and productivity benefits along with top-notch quality
- RPA and automated workflow-driven tools
- Analytics for monitoring key performance matrices
- Scalable solution for additional back office processes
- Process documentation
- Increased upsell and cross sell due to a single-customer view across multiple markets and segments
- Improved customer experience through process standardization

## About Hexaware

Hexaware is a leading global provider of IT, BPS and consulting services. The Company focuses on key domains such as Banking, Financial Services, Capital Markets, Healthcare, Insurance, Travel, Transportation, Logistics, Hospitality, Manufacturing and Consumer. Our business philosophy, "Your Success is Our Focus", is demonstrated through the success we ensure for our clients. Hexaware focuses on delivering business results and leveraging technology solutions by specializing in Application Development & Maintenance, Enterprise Solutions, Human Capital Management, Business Intelligence & Analytics, Digital Assurance, Infrastructure Management Services, Digital and Business Process Services. Founded in 1990, Hexaware has a well-established global delivery model armed with proven proprietary tools and methodologies, skilled human capital and SEI CMMI-Level 5 certification.

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