



A Leading Global Bank Saves big on workscape costs

About The Client

The client is a leading global banking and financial services company with more than 1,00,000 employees, and a large presence in almost 70 countries in Europe, the Americas, Asia-Pacific and the emerging markets.

Business Need:

After surviving the economic downturn of last decade, the bank set itself cost savings target of over a billion euros by 2016 in operations cost and a significant portion was expected through savings in Corporate Real Estate (CRE) costs. To achieve this, the CRE division of the bank undertook a strategic initiative to create a best-in-class data analytics solution that would provide a consolidated view across CRE areas such as workspace, property, lease, capital projects, engineering, facilities management, sustainability, savings, and customer satisfaction.

Value Delivered

- Reduced no. of applications from 152 to 68 from their landscape contributing to simplification of IT application portfolio
- The solution enabled an authentic and acceptable measurement of Total Cost of Occupancy and other strategic metrics through demonstrated data lineage and transparency of calculations
- Enabled self-service of reporting and analytics for business users across the board, thereby freeing up IT team to focus on new development initiatives
- The CRE analytics contributed significantly to the cost savings of EUR 300million delivered by CRE division in the first year of operations.

Business Solution:

Hexaware partnered with the client and provided an end to end solution from consulting through implementation. Hexaware adopted a top-down approach to ensure alignment to corporate vision as outlined below:

Defined KPIs and strategic metrics for various business functions

- Analyzed 31 functions across 4 work streams to understand important business objectives, consolidate information needs and to identify interdependencies
- Identified 81 strategic metrics and KPIs; stratified the metrics across 4 dimensions namely Control, cost, flexibility and quality
- Conducted structured workshops with stakeholders to discuss and finalize KPIs and related analytics use cases.

Reviewed and simplified source application landscape

- Identified and did a high-level study of 152 source applications to understand the landscape. Identified, merged and eliminated redundant and dormant data sources.

Designed and developed a comprehensive data warehouse and analytics solution

- Designed an integrated enterprise data model encompassing all functional areas
- Performed data profiling and identified data quality issues and other data gaps and fixed or mitigated issues
- Built data integration and a central data warehouse with 4 layers – Staging, Data Quality, Data Marts and Materialized Views
- Developed dashboards and reports based on the analytics use cases identified including mobile dashboards for top executives.



Some of the important reports are listed below:

Space management

- Occupancy Reports
- Capacity Reports
- Time Utilization Dashboards
- Occupancy Cost/Business Chargeback Reports



Lease management

- Lease Summary Reports
- Lease Expiry Reports
- Portfolio Optimization Reports
- Market Optimization Reports



Facilities Management

- Asset Standardization Reports
- Utilities Consumption Reports
- Green Savings Dashboard
- Downtime/Efficiency Reports
- Aged Stock Report
- Stock Inventory Report



About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.' We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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