



Case Study

Infrastructure Management Services



Hexaware Service Marketplace

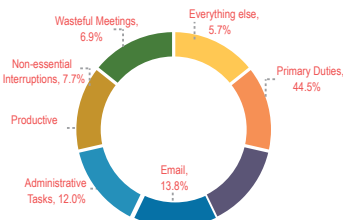
Revolutionize Application Support & Administration. Drive Better Business Outcomes

A well-defined service catalog for providing operations support across application and infrastructure IT landscapes is the foundation to build a responsive IT service delivery function. With increasing mobility, ever expanding application landscape, new smart devices and tech-savvy user base, this service catalog becomes the core lever to drive standardization, optimize service delivery costs and increase end user utilization levels.

The conventional approach to service delivery comprising of less defined ways of reaching the IT Service Desk through calls/ emails/ chat or through automated alerts, is riddled with limitations that burden organizations with huge costs, agility and service delivery implications.

Which begs the question, is there a better way to manage? Yes, application and infrastructure administration provided through a structured service catalog on the cloud can transform IT service delivery.

Move Application Administration to the Cloud with Hexaware



Primary Duty Hours based on 2014 Harris Poll Survey
<http://www.theatlantic.com/business/archive/2014/12/the-wasted-workday/383380/>

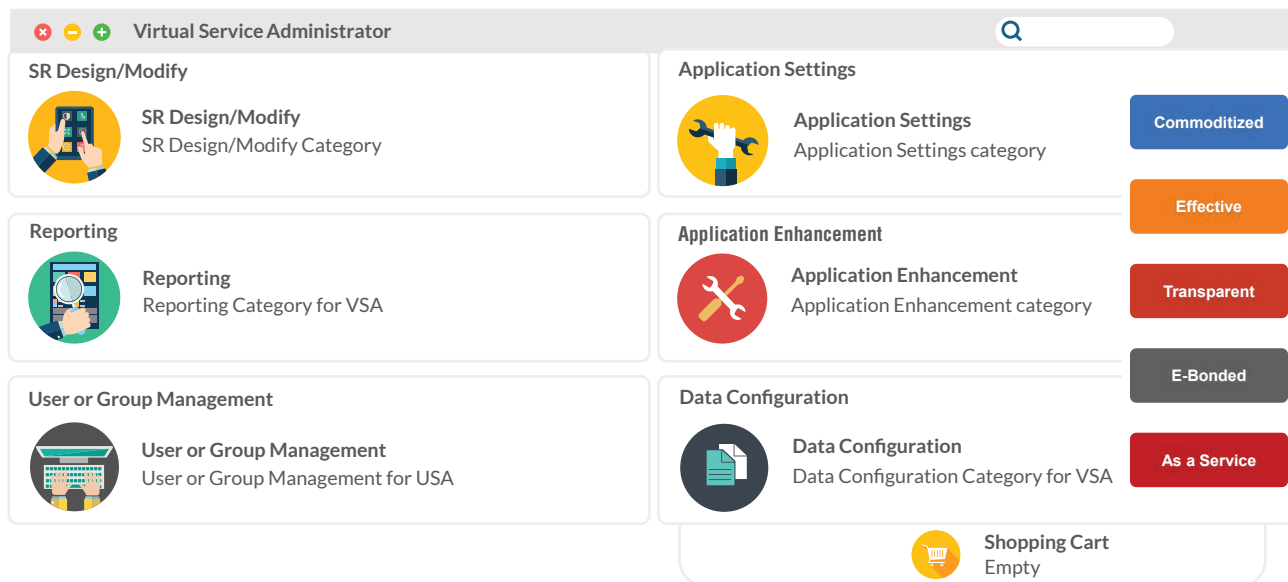
This comes with the backing of one of the fastest growing Indian IT Co.



Hexaware's Service Marketplace is designed to offer administration and support of (IT applications and underlying components) as a Service in the form of commoditized comprehensive service catalog. This platform embraces automation which resonates with Hexaware's philosophy to shrink the overall IT cost of its customers by cannibalizing our own revenue through automation. It easily integrates with the systems and automates several tasks thus reducing manual intervention required to support IT applications.



Our wide range of catalog services caters to all the administration requests that enables us to gather all of the required information from the request itself. It eliminates the need to refer to multiple sources (email or phone) to fill in the gaps. There is no upper or lower limits on your utilization of admin requests. In addition it offers the flexibility to track the progress and status of your requests from your systems and provides all the data for performing your own analysis which ensures complete transparency.



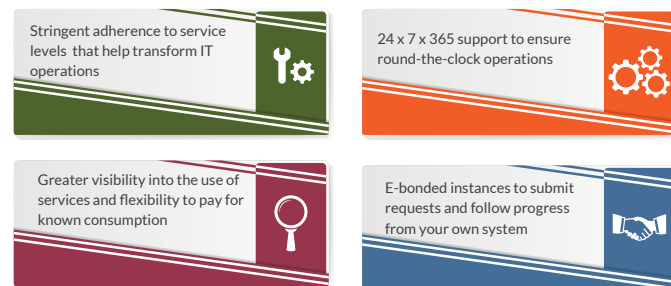
Stay profitable with Improved Service Management

We have combined best-in-class and advanced features to offer next-generation service management capabilities in a cost effective manner. Hexaware's Service Marketplace offering 'Service-now Virtual Administration' supported by strong Centre of Excellence (CoE) for Service Management, helps you to:



Why Hexaware

We bring the following advantages to every engagement to ensure delivery excellence.



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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