



MODERN
DELIVERY

Case Study

Global Travel and Transportation



Parcel Delivery Optimization with Agile-based Product Management for a Leading Consumer Delivery Specialist

About the Client

One of the leading UK-based consumer delivery specialists

Business Challenges

The client, being a delivery specialist, handles millions of parcels annually across the UK. The process followed for parcel delivery needed considerable manual intervention to manage workloads and fulfill delivery SLAs. This consumed a lot of time as well as operational costs. Thus, the client was looking for a parcel delivery optimization solution that could streamline the process in terms of time consumption & operational costs and deliver an enhanced customer service experience. Also, it wanted to optimize the delivery process in a very tight deadline by complying with local regulations. Another important standard was to integrate 2D barcoding for upscaling of the delivery system. The client wanted to optimize its delivery system by leveraging a modern architecture that not only improves the customer service experience, but also fulfills future business goals.

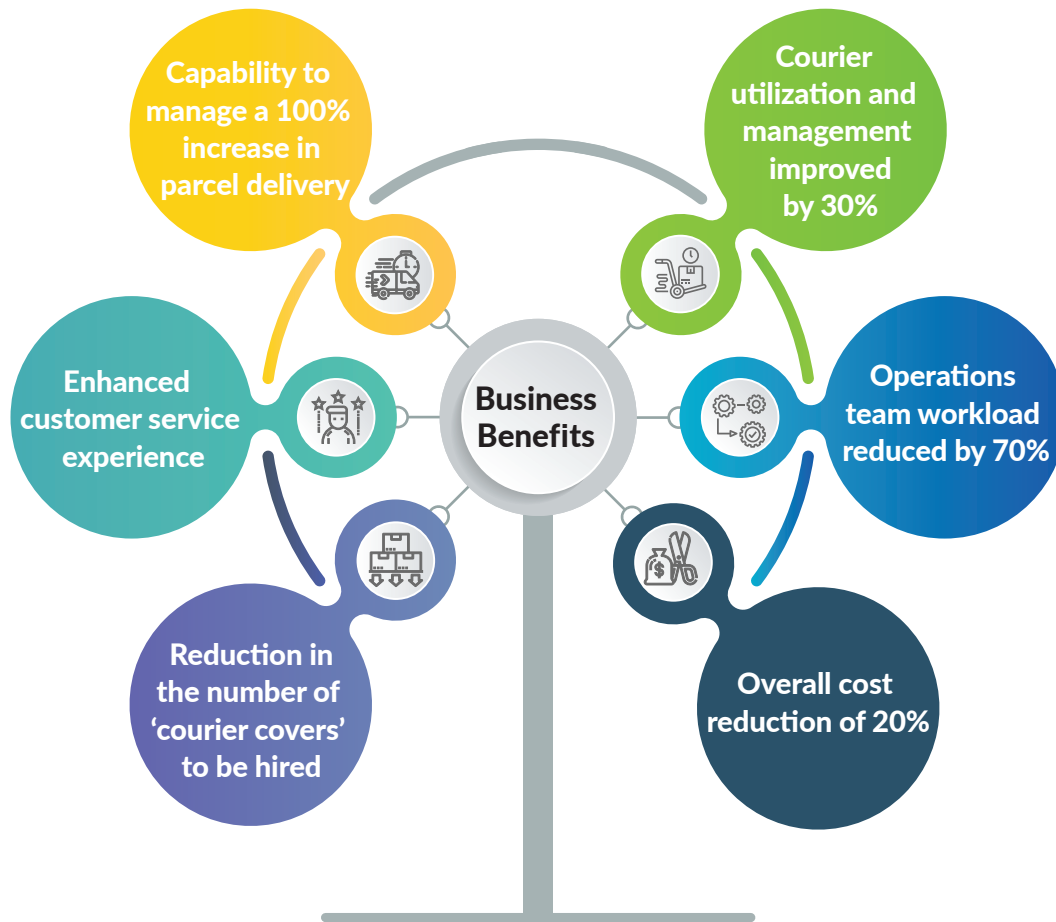


Hexaware Solution

The project team followed a state-of-the-art modern delivery approach with a strong focus on agile DevOps for optimized product management. The main objective was to deliver an enhanced customer experience that could further boost the operations teams across the client's delivery network. For seamless operations and integration of systems across the channels, a cost-effective API-based microservices architecture was implemented. Our agile product management mindset helped to achieve enhanced MVP and lean output, which in turn resulted in quality output well within tight deadlines.



Business Benefits



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. 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™'. 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.

Learn more about Hexaware at <http://www.hexaware.com>

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Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.