APPLICATION TRANSFORMATION MANAGEMENT

Case Study

Optimizing Application Services to Drive Business Growth and Meet Customer Delight

Hexaware partnered with a leading international health and fitness company to provide end-to-end integrated application and infrastructure managed services leading to accelerated business growth and digital transformation.

Mitigating operational challenges to transform end-user experience

The client's past operations lacked agility due to recurring issues and flexibility to bring in innovative services for their business model. This eventually resulted in end-user dissatisfaction. They required a trustworthy service delivery and digital innovation partner who could help provide stable operations and drive their digital transformation vision to enable their business growth plans. Through this Managed Services partner, the client was looking for solutions to reduce the total cost of ownership, optimize the operations through productivity gains, process efficiency, proactiveness, reduction in time-to-market, reduction of manual efforts, thereby leading to improved customer experience.

Hexaware's Scope of Services

- Service Desk
- Infrastructure Support
- Application Development
- Application Support and Maintenance

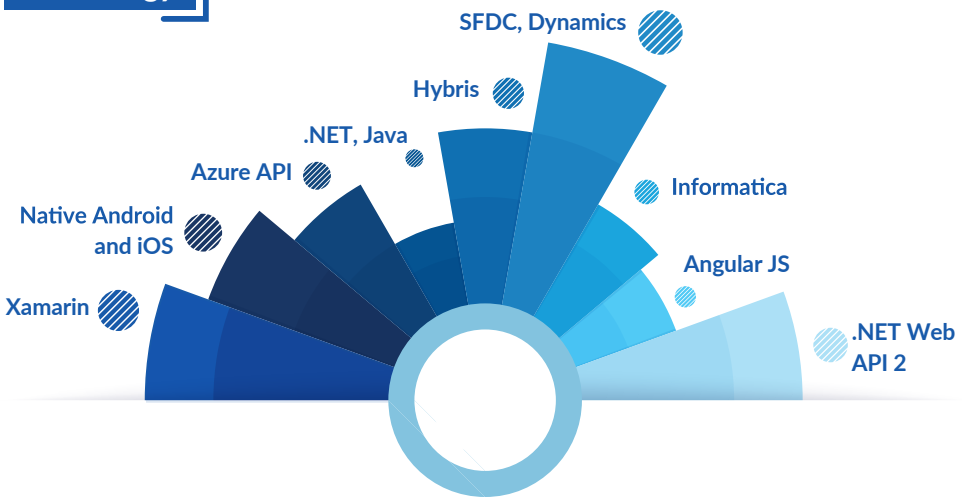
Managed Services Solution through NextGen 2.0 Offering

Hexaware provided the following solutions to drive the client's digital transformation vision:

- Outcome-based transition to ensure zero disruption – consolidated operations from multiple vendors including internal resources
- Transition done in multiple sprints to reduce risk and increase velocity
- Platform-driven Operations Model with an extreme focus on Automation, MTTR reduction, Shift left methodology
- Digital transformation through specialized capabilities
- Co-sourcing and One-Team approach for higher productivity
- Executed Agile-driven support and improved Agile maturity
- KPIs and metrics were baselined to business goals
- 24x7 multilingual Managed Services support from our offices i in the US, Mexico, and India

Given below is an overview of Application Technology stack and volumetric data:

Technology



Volumetric Data

32000+ Users

10,000+ Calls/ Month

2000+ Server instances
650 DBs
600 TB storage

24,000+ Devices

- 9 App Groups/Products
- 135+ Sites
- 100+ Security Devices
- 10,000+ Network Devices

Lowered TCO and Optimized Operations for Business Growth

Our solution enabled the client to meet the problems of higher OPEX and CAPEX, longer time-to-market, and end-user dissatisfaction. The value realized is as below:

- 45% reduction in OPEX through automation first approach
- 20x improvement in IT Agility
- Leveraged right shoring and automation principles thereby saving cost, effort, reduced time to market and improved production quality close to 10%
- Cross skilled converged support teams, SLA's aligned to business goals, standardized SOP and Documentation, rebadged consultants taking into account the skill set required to handle legacy technologies
- Improved reporting transparency by deploying HexaView – our enterprise reporting tool for tracking Development and Operations metrics

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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