Driving Engagement and Cost-Saving for Top Steel Manufacturing Company

Our Customer

This client is one of the world's top ten steel manufacturing operations companies, with operations in over 26 countries. It employs around 80,500 people with an annual crude steel capacity of over 26 million tones.

Business Imperatives

Organisations involved in manufacturing operations have a lot of dependencies on their SCMs, delivery centers, and ordering units. It is important to keep them all closely knit and well-integrated at all times. The key to business process resiliency lies in how structured is the IT infrastructure backbone for all these units. The key to the smooth functioning of back end IT processes, is the effective structuring and integration of the service centres. Tying these loose ends to their business was the main pain-point for our client.

Solution

Hexaware looking into a well-rounded solution, with the following activations:

- **Integration of Service Desk and focus on End-User Experience**
  - Consolidation of two different service desks run by IBM & HP
  - Supporting around 300 applications for 40K+ users
  - Consolidation of disparate modes of connecting to service desk
  - Near-shore facility to be set at client location to increase client connectivity with vendor
  - Single-vendor management maintaining single SLA for all
  - Hiring and retaining cross-skilled and experienced workforce

- **Next-Gen Operations and Automation Focus**
  - Managing 29,000 Monthly tickets & 40,000 users across India
  - L 1.5 support for around 300 applications
  - Coordination between 3rd party vendors for issues closures
  - Steel buzz-testing of new functionalities in service now
  - Provisioning bot-chat/self service portal & walk-in centers

Benefits Delivered

One of clear objectives of the engagement is driving cost savings upfront and during ongoing YOY basis. We have managed to achieve around 30% savings on Opex Costs. We achieved direct 30% cost savings targeted during year one through workforce centralization and cross-skilling. Indirect cost savings was achieved through automation centric operations, with self-help and auto-heal reducing effort requirements. We could bring in optimization of connectivity costs, through operational centralization.

It is important for all corporates to meet their profitability goals. After carefully studying the performances of their back end systems, Hexaware's team quickly determined that while there were systems of operations in place, they needed to be optimized and fine-tuned with the help of tools so as to deliver highly efficient services. This activity would be greatly useful to bring self-healing of processes and a wider anticipation of environmental demands and risks can be gauged.

Enabling a platform-based highly intuitive training mechanism for support staff and end users was imperative. We helped enable end users to get on common behavioral aspects, enabling a platform centric accelerated onboarding to departments. We went onto create on-demand content creations and delivery for department specific needs for user sensitization.

Our engagement with the client matured in year 2016 and within first year of engagement Hexaware has accomplished almost 100% satisfaction index by completing successful migration. For the assessment year of 2016-17, we have received a CVA of 4.5 out of 5.

In our efforts for providing continuous innovation and automation-driven operations, our key focus has been to bring both these important factors to drive the efficiencies and enable next generation service hub vision.

Additionally we have been working on the following agenda:

- Conversion of 210 unstructured SOP document into Hexaware standard SOP
- Standard template for all SOP and availability of this SOP in Steel Buzz (Service NOW)
- Improved First Call Resolution to 78%
- Enhanced End-user experience through Dock IT platform

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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