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Healthcare & Insurance

Investor & Analyst Meet 2019

FINANCIALS

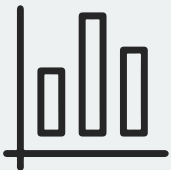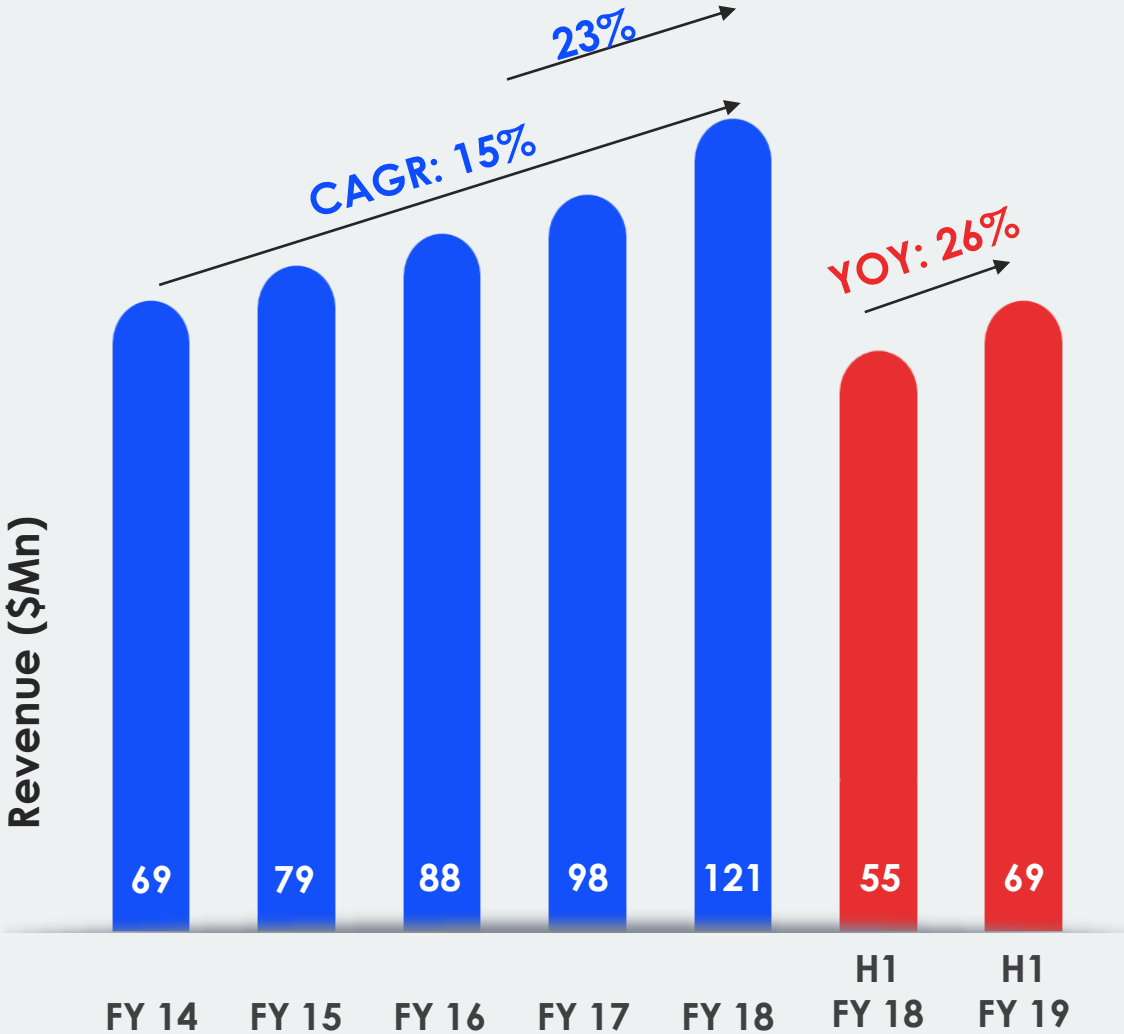# WHAT LED TO PERFORMANCE

STRATEGY TO SUSTAIN GROWTH

ti. HEXAWARE

hi. HEXAWARE

- Guidewire 360 partnership
- 6 Guidewire customers
- New leadership for North America insurance
- Cloud transformation for US based payer

2019

- Guidewire Select partner
- Won a single deal of US$ 100M+
- Cloud and DC transformation for 2 life insurance majors
- Guidewire & Pharma Data CoE in Warsaw
- 4 Guidewire customers

2018

2017

- Appointed new leaders
- Aligned and reinvigorated offerings
- 1 large CX led win with a US based payer

2016

- Guidewire business associate partnership
- 3 Guidewire customers
- New delivery head & revamped delivery
- CX led win with US based fitness company

2015

New H&I leadership

FINANCIALS

Revenue ($Mn)

69	79	88	98	121	55	69
FY 14	FY 15	FY 16	FY 17	FY 18	H1 FY 18	H1 FY 19

CAGR: 15%

23%

YOY: 26%

Scale Of Engagements
- >$1M Accounts From 15 To 28
- >$5M Accounts From 3 To 10

Balanced Geographic Portfolio (US:EU:APAC)
- From 80:12:8 To 63:29:8

Diversified Service Line Portfolio (Apps:IMS:BPS)
- From 90:4:6 To 79:12:9

Quality Of Revenue
- 13 Guidewire Customers

AUTOMATE EVERYTHING partner for a large Life sciences company with 55,000+ employees

75 Business workstreams

100+ Processes identified

20+ Automation programs

What are we automating

	RPA	Technology Specific Tools	API	BPM	ML/AI/OCR	Core Platform
Experience		Global Service Desk Operations (with Chatbots, Voice Bots)		Chat & Voice Bots, Unified Portal BPM UI		Physician and payer engagement
Clinical/commercial operations	Budgets, Proposals, Contracts, Reconciliations & close, Billing & Collections		Clinical Audit & Regulatory Inspection Process	Centralized Monitoring (Automating subject level reviews)	Clinical study FDA Submission	
IT Applications	L1-L2 Production support (Mainframes)	▪ CI / CD ▪ SAP support (Automated user creation)	▪ Mulesoft (Integrate Finance & clinical apps with Peoplesoft) ▪ Apps Support Salesforce (L1-L2)	Automation with Appian, IBM products		
IT Infrastructure		(Account unlock, system restart etc)				▪ User Provisioning for Azure AD ▪ IaS - VM Provisioning
Software Testing	Tools for testing RPA bots	Selenium, I2DE	API Testing framework			
Data Infrastructure		DW, Clinical data factory and analytics, reports			Automated document classification (using Keras, scikit-learn, Ternsor-flow)	

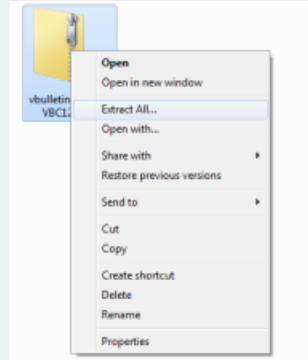**How are we automating**

AUTOMATE EVERYTHING

Clinical trial example

Clinical trial protocol
"How a trial will be conducted"

Manually Upload
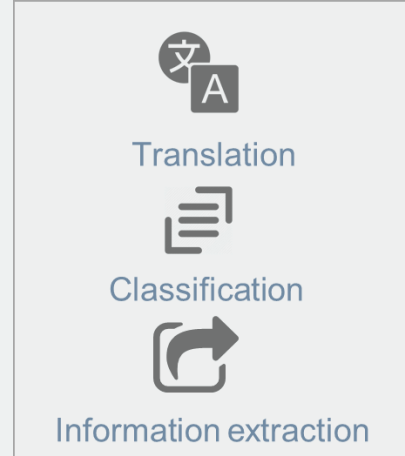
Translation

Classification

Information extraction

Trial master file
"Was the trial conducted as per protocol"

~ **23 million** documents

~4000 categories

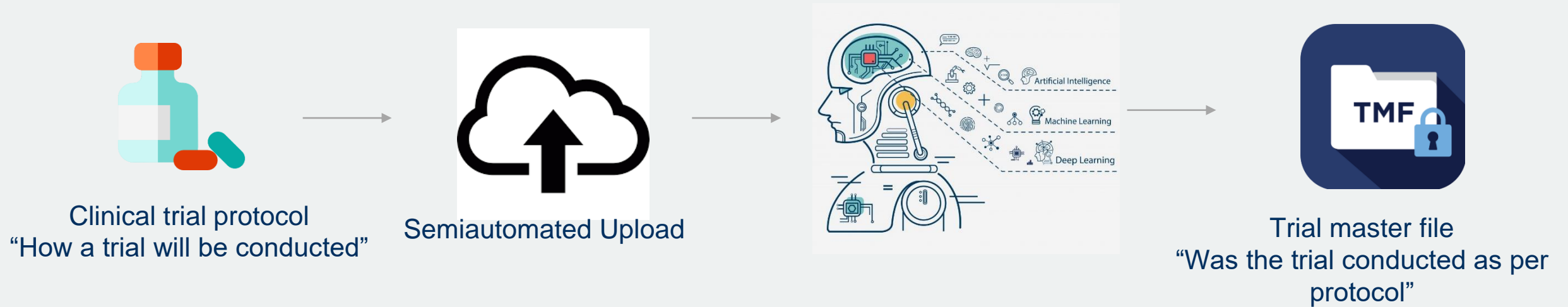**100s** of locations, languages

- 100s of colleagues upload documents
- 20 mins per document
- High backlog

- 200+ colleagues translate documents
- 600 colleagues read and classify documents
- Error prone, overheads
- Variety & volume makes finding SMEs hard

Takes several weeks before clinical colleagues can reconstruct and evaluate how the trial was conducted and managed

AUTOMATE EVERYTHING
Clinical trial example

Clinical trial protocol
"How a trial will be conducted"

Semiautomated Upload

Artificial Intelligence
Machine Learning
Deep Learning

TMF

Trial master file
"Was the trial conducted as per protocol"

~ **23 million** documents

~**4000** categories

100s of locations, languages

- Cloud based automated upload and digitization
- Less than 5 mins per document
- Significant reduction in backlog

- Supervised deep learning
- Ops team reduced from 600 to 76
- Significant improvement in quality
- Reduced training time to onboard new specialists (SMEs)

- Faster access to information
- Improved adherence to regulatory standards
- Higher client satisfaction

GUIDEWIRE

One Of The World's Largest Diversified Insurance Companies

The client is in the process of implementing *Guidewire PolicyCenter* & *ClaimCenter* for multiple lines of business. Hexaware is the primary testing partner for the program working closely with the client. Hexaware has complete ownership and responsible for testing strategy, planning and ensuring quality across all the implementation workstreams.

1. 90% reduction in software deployment (7 hours to 15 mins)
2. World class quality (Less than 2% defects in production)
3. 50% reduction in software release cycle

LIFETIME

THE HEALTHY WAY OF LIFE COMPANY℠

Hexaware supports the entire Lifetime experience

| Digital outreach | Lifetime.life | Member services | Mobile | Store |

INTEGRATION

DATA PLATFORMS

Adobe®

salesforce

Xamarin

Microsoft Azure

Data center, cloud, network, security

- **60%** in unique member site visits
- **41%** YOY lead to membership conversion
- **260%** Online Registration member adoption
- **1/5 to 4.8/5** app star rating

STRATEGY TO SUSTAIN GROWTH

Double down on Guidewire partnership
- Professional certifications
- Expert services
- Digital & data

Expand Commercial & Specialty Insurance

Vertical clouds

Intelligent Automation
- P&C insurance
- Healthcare provider

Thank You