

A Global IT Products Company offering decision support products & services for the Health Care Markets.

About the Client

A leading information and software services company that provides information and software services in the areas of legal, business, tax, accounting, finance, audit, risk, compliance, medical and healthcare.

The Challenge

Customer is in the business of offering software solutions for mission critical business at the same time dealing with increasing pace of innovation, shortened life cycles and industry shift to utility based models. "When they originally outsourced their product life cycle management needs to a Tier 1 IOP they thought they will significantly reduce both Time To Market & Cost. Whilst it appeared to be working initially the challenges were 2 folds

- 1) As their partner got bigger they were unable to pay attention or engage their good talent to deliver the promised value
- 2) Against the cutting edge programmers they had working on their mission critical products, they got an army of young programmers who were learning on the job forced by the pyramid resource models of the IOP - resulting in inferior partner performance and not helping them adopt fast enough to the rate of change in their industry.

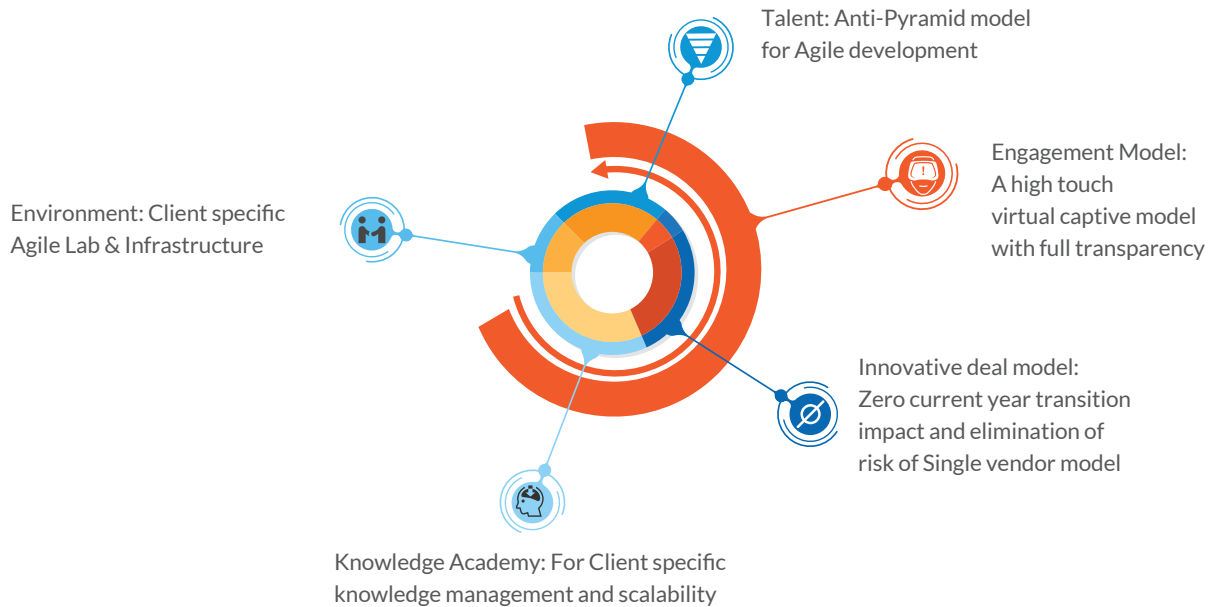
The Journey

Based on their experience with several IOPs across their business, customer realized that size is a liability and decided to seek out mid tier technology firms as possible choices. And through this process they were pleasantly surprised that a Mid Tier Company like Hexaware was proposing a Service Strategy that was geared to address the very problem they were trying to solve - A differentiated approach to Client Relations, an AntiPyramid Strategy in resourcing & demonstrated experience in driving innovation/automation which gave them the confidence that Hexaware can deliver to their needs.



The Solution

When Hexaware showcased its seed team that had the right mix of experience, technical skills, & industry knowledge supported by its Dev/Ops LifeCycle platform and clearly defined automation plan – the value to customer GTM was clear – a visible plan for product delivery & support that gave them the confidence that Hexaware could help launch new products faster, manage customer experience, enhance product lifecycles, and exploit market conditions.



Client Feedbacks

Client Product Manager (6 months into the engagement)

I'm very excited that the executive team chose Hexaware as our new vendor and in my opinion you were definitely the right choice - Paul P

Client VP Products / Services (on the Dev/Ops Platform & Agile Infrastructure)

This looks outstanding. I can't wait to visit and see it in person.

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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