



## TRANSFORM CUSTOMER EXPERIENCE & IMPROVE CUSTOMER ENGAGEMENT

- Drive Sales with product agility and sales enablement
- Increase customer satisfaction by 40% and repeat revenue while improving operational excellence
- Reduce TCO by leveraging Cloud CRM

### Why Microsoft Dynamics 365 for Sales, Marketing and Customer Service

#### Experience

- Intuitive and Adaptive Experience for Employees, Customers and Partners
- Supports Experience Personalization
- Omni-channel Engagement
- Leverage AI and Bots to drive business results

#### Business Outcome

- Improved Agility and scalability for key business objectives
- Adaptability to drive business change management
- Improved Adoption and Collaboration

#### Platform

- No-Code/Low-Code platform
- Azure Ready to build scalable Integrations
- Reduced TCO, with increased availability and reliability

#### Predictions ( Gartner Predictions) :

- By 2022, two-third of all customer experience projects will make use of IT ( up from 50% in 2017)
- By 2025, customer service organizations that embed AI in their multichannel customer engagement platform will elevate operation efficiency by 25%
- By 2023, 15% of Organizations will deploy their own marketplaces; thereby creating a digital ecosystem on their path to digital business and 40% of their customer service cases will be initiated by partners in that ecosystem
- By 2022, more than half of new business systems will incorporate continuous intelligence that uses real-time context data to improve decisions

### Hexaware Value Proposition

- Solution Accelerators to expedite implementation
- Component Library for key processes (ABM, Customer SLA Management, Survey/NPS scoring)
- Assessment Toolkit for Implementation and Data Migration
- Business Case Definition Template
- Inhouse Accelerators

## Offering details

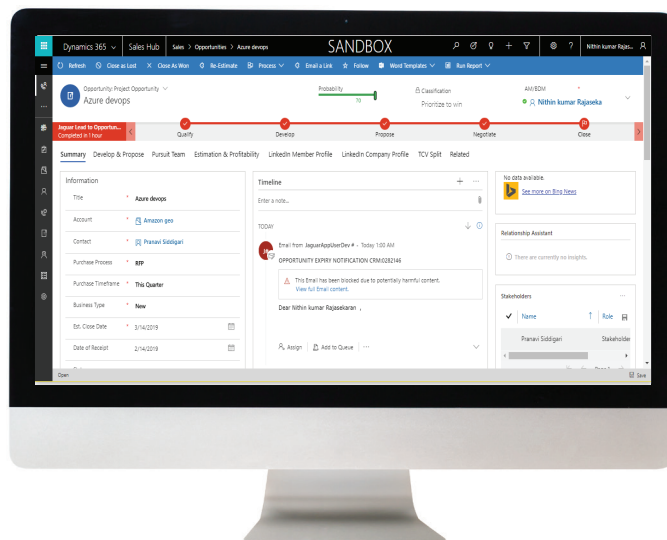
Rapid Assessment & Business Case	Experience Design	MVP	Customer Self-Service Portal	Partner Portal
5 days	10 days	45 days	60 days	30 days
<ul style="list-style-type: none"> <li>Identify business goals &amp; outcomes</li> <li>Define measures of success</li> <li>Assess High-level current state</li> <li>Identify opportunities for revenue growth or operational excellence</li> <li>Define Data Migration needs</li> </ul>	<ul style="list-style-type: none"> <li>Identify User Personas</li> <li>Improve the day-in-life for the persona</li> <li>Rapid Prototype</li> <li>Define user journeys and data needs</li> </ul>	<ul style="list-style-type: none"> <li>Leverage Hexaware Solution Accelerator</li> <li>Configure/Code /Deploy/Migrate data for the solution</li> <li>Training and Business Change Management</li> <li>Adoption measures and reporting</li> </ul>	<ul style="list-style-type: none"> <li>Implement Case/ Ticket Management</li> <li>Leverage self-service using knowledge</li> <li>View Assets/Services</li> <li>View Invoices</li> </ul>	<ul style="list-style-type: none"> <li>Partner Leads</li> <li>Partner Registration</li> <li>Partner Gamification</li> <li>Partner Dashboards</li> </ul>

## Inhouse Accelerators

- CONSUT** - Quick CRM Assessments & Business case development
- ACE** - Data Migration Tool - Reduce migration time & cost
- MSCRED** - Bulk Entities and Attribute creator
- MSALERT** - Easy configurable alert system
- Migration templates, pre and post step completion checklists, elaborate lessons learnt repository

## Our Cloud Capabilities

- Microsoft Gold Competency for Dynamics 365
- Accelerators and Component Library
- Templates for on-premise to cloud migration
- Certified Implementation Consultants



### Why Hexaware?

- Certified Implementation partner with Domain and Customer Experience Transformation experience
- SI with business consulting and technology expertise to deliver the complete solution
- Solution Accelerators for faster delivery times against industry standards
- Strong focus on Microsoft with 1000+ practitioners for Azure/Business Applications and Collaboration suite

### Global IT Player

Migrated from Dynamics CRM 2013 to Dynamics 365 Sales, Service and PowerBI reporting

## Sucess Stories

### Leading Leadership Institute

Migrated from Dynamics 2015 to Dynamics 365 for Sales

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## 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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### 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.