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**Automate Everything,  
Cloudify Everything,  
Transform Customer Experiences**

[www.hexaware.com](http://www.hexaware.com)

## Automation in Capital Markets Operations - The Promise

**This is the age of Automation Arbitrage:** Robotic Process Automation and Machine Learning are challenging the established business models and present significant potential to optimize operations, enhance regulatory compliance, and unlock organization capacity to focus on digital change

**Use cases abound:** Several processes in the middle and back office operations (e.g. Reconciliation, Settlement, Trade Management) present an opportunity to optimize 35%-55% of manual effort; and technologies like virtual assistants and cognitive interaction engines promise to redefine how firms interact with their customers

**Promise of significant value:** Benefits not just limited to cost optimization – agility, accuracy, regulatory compliance and customer satisfaction are also improved through automation

## Challenges for Capital Markets Firms

Investment Banks, Asset Managers, Custodian Banks, Wealth Managers are all trying to drive towards this automation enabled target state. Faced with a complex current state operating model and technology landscape, firms still have some ways to go to realize this promise:

- Limited to PoCs – unable to industrialize
- Uncertainty around business benefits hampers sponsor buy in
- Evolving tool landscape results in uncertainty around the tool strategy
- Difficulties in structuring an operating model across business and IT that works
- Incumbent BPO service providers not playing ball – resistant to drive automation in their current scope of work
- Automation anxiety in captive centers / shared services – results in limited acceptance

## Hexaware's Value

### Domain first approach

- We work with 10 of the top 25 global Asset Managers, 4 of top 10 full service Banks, 3 global Custodian Banks – our customers have AUA of over USD 35 Trillion and AUM of over USD 15 Trillion
- We use this deep understanding of the domain to identify use cases for automation driven transformation that can result in tangible business value

### Digital Managed Services

- Unique engagement model that accelerates benefits, while transferring risk of the automation journey to Hexaware
- Based on the principles of 'Operate and Learn to intelligently Automate', 'Leverage best in class tools', 'Guaranteed Benefits'
- Capital Markets firms can realize savings from Day 1 of working with Hexaware, which helps precipitate change and enables rapid adoption of automation across the enterprise
- If your processes are outsourced, we can lift out the current scope of work, deliver savings upfront, and progressively automate
- If your processes are in a captive / shared services centre, we can deliver automation as a service while taking on accountability for automation effectiveness
- Leverage our accelerators – Digital Operations Command Centre, Configuration Manager, Robo Bank, to drive improved value



# Value Delivered



## Leading Global Bank

### Scope:

- Digital Managed Services in payment investigations

### Benefits:

- ~45% Automation | 47% savings in TCO



## Leading Asset Manager

### Scope:

- Incoming Trade Confirmation Review
- Reference Data Management

### Benefits:

- ~32% Automation



## Leading Global Risk Management Firm

### Scope:

- Automation Implementation for Back Office support
- ~1095 FTEs operating across shared services
- Reduction of 332 FTEs with an outcome based pricing model

### Benefits:

- ~35% Automation | Committed 30% savings

### Interested? - Get Started

Hexaware's rapid Diagnostic approach for Digital Managed Services is a hands on and rapid engagement that enables a quick analysis of the automation potential and the business case. This is conducted over 3 to 5 days with not more than a few hours of client SME time involvement.



## 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.