

Managed Service Support for Global Financial Information System

Managed Service Support for the Global Financial Information Systems of one of the world's "Big Four" accounting firms by not only adhering to their SLA compliance but also introducing automations which helped them to reduce their efforts and cost significantly.

The Client

With headquarters in the United Kingdom, the client is one of the world's largest professional services firms and one of the "Big Four" accounting firms.

The Requirement

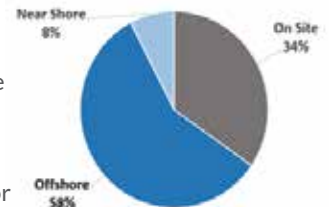
The client was looking for a partner who would take complete ownership of support and management of their current "Global Financial Management System" having commercial and critical transactional modules like Payables, Receivables, Time Entries, Expenses, and Inter Firm transactions, Client Engagements, Collections and Ledgers. As a part of this initiative client was expecting to handle the Support, Enhancements, Upgrades and Testing projects. Various tasks involved in this long terms assignments are

- Consulting
- Assessment
- Incident Management
- Vendor Management
- Service Request Management
- Change Request Management
- Problem Management
- Project Management
- Partnership Setup & Maintenance
- Performance Tuning
- Business Reporting
- Training
- Quality Assurance & Testing

The Solution

With headquarters in the United Kingdom, the client is one of the world's largest professional services firms and one of the "Big Four" accounting firms.

- Hexaware set-up service centres at "on-site", "near-shore" and "offshore", for providing support to users spread across 150 countries in the world.
- Provided 6 years managed service support model to up-keep all applications 24X7
- Extended coverage during weekend to support Mercury batch
- Supported applications based on technologies like Microsoft .Net, Microsoft Office 365, PeopleSoft, Oracle, SQL Server
- Enforced Agile Methodology in all possible projects
- Cross trained L3/L4 team to achieve flexibility and agility.
- Managed team rotations in order to balance the work and achieve high resource availability
- Managed daily, weekly, monthly and yearly jobs without any interruptions.



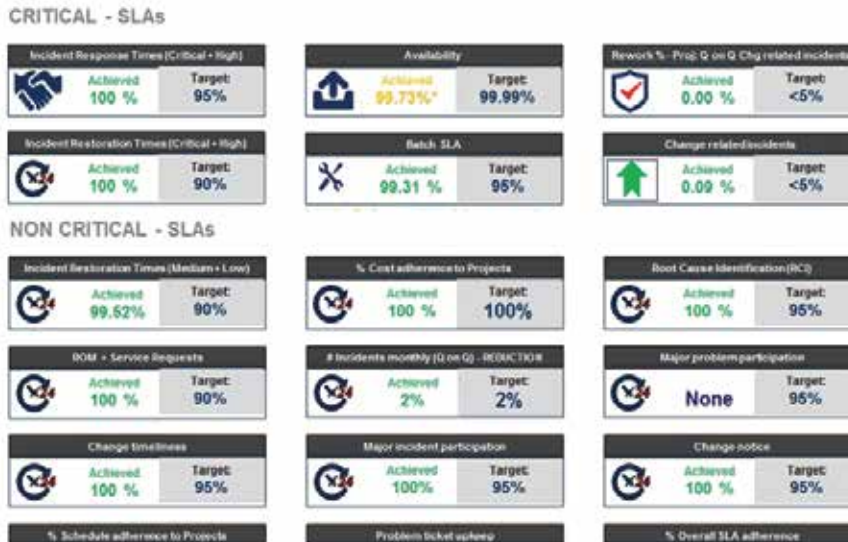
Apart from this Hexaware implemented various automated tools & accelerators to increase the efficiency & accuracy during support. Some of the automation tasks are listed below.

- Automated process to notify about termination of DR process
- Email Notification to support team to proactively remediate control-M failures.
- Auto reboot of production schema to avoid resource contention
- Process to remove special characters
- Built replica for Mercury data conversion using EMC snapshots which drastically reduced the efforts. Conversion took place in hours instead of days.

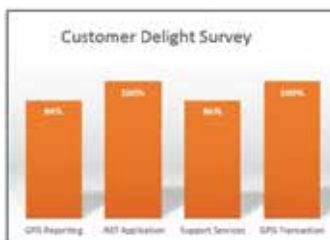
The Result

Hexaware was able to:

- Increase the quality of deliverables by adhering to both critical & non - critical SLA Compliances.



- Hexaware was successful in saving up to 3494 hours of effort and US \$156220 in cost
- Highly satisfied customer after Hexaware's Managed Service. Here is the result of customer delight survey carried out by external agency.



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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