



# Case Study

Hi-Tech & Professional Services

## Citation accuracy for an analytics firm

*Hexaware implemented an automated workflow mechanism that ensures the linkage of citation blurb with the right source article.*

### The Client

Headquartered in the United States, the client offers a collection of subscription-based services focused largely on analytics, including but not limited to scientific and academic research, patent analytics, trademark protection and regulatory standards.

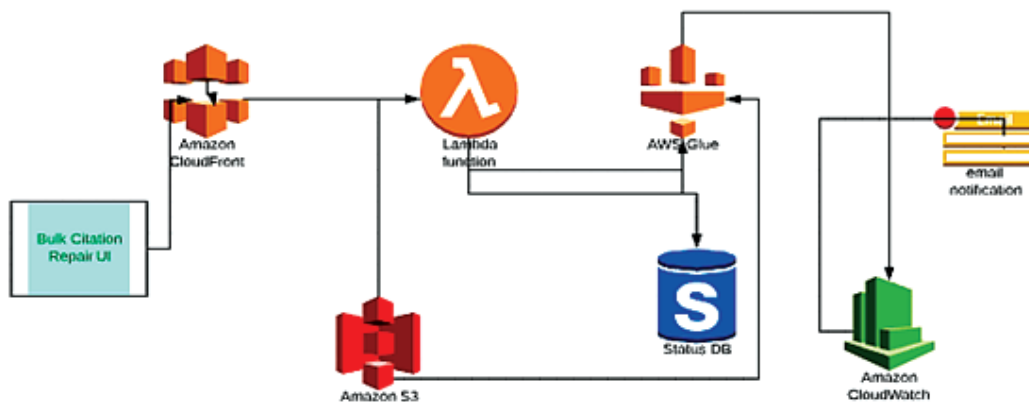
### The Problem

The client processed millions of references annually but they didn't have any process in place to re-evaluate the processed references which should be linked with the right source article. They came to Hexaware with this set of issues and an end objective of higher accuracy in journal citation reports.



## Hexaware Solution

Hexaware collaboratively worked with the client and implemented refreshed automated workflow mechanism to re-evaluate the references.



The solution had AWS cloud services at play with API gateway.

The new system can link **60 million** citation records in **45 minutes**.

## Benefits

The new UI achieved the below results:

- Acted as a **quality check gate** to ensure references are associated with right source article
- **Reduced human efforts** by producing high quality results after various checks
- Leveraged the widely implemented and accepted **Amazon Web Service Cloud** to automate the workflow mechanism
- **Reduced operating cost** of the client

If you want to re-evaluate your business process, improve process efficiency and support employees to increase productivity with automation as the lever, then we can be of great help on your journey.

Contact us at [marketing@hexaware.com](mailto:marketing@hexaware.com) to know more.

## 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. 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®. 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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