APPLICATION TRANSFORMATION MANAGEMENT

Explore Hexaware's API & Integration Services to Accelerate Your Digital Transformation Journey

www.hexaware.com

Newer world is about API connectivity that is contextual in nature, wired at runtime with ever-changing 'Network-of-Connections' based on events & insights. Hexaware's comprehensive API and Integration services provides the right solution for connecting all the facets of business and driving collaboration towards achieving the goal of true Digital Enterprise.

Organizations are seeking

- Smooth channel transformation with faster time-to-market
- Switch channel of engagement without any impact on their journey
- Increase in revenue with customer acquisition & retention
- Faster time to market
- Improve operational efficiency

Unlocking the Power within your Enterprise

API Enabled Real-time Orchestration Framework – AERO leveraging **MuleSoft** platform realizes the vision for driving Data, Process and Channel unison
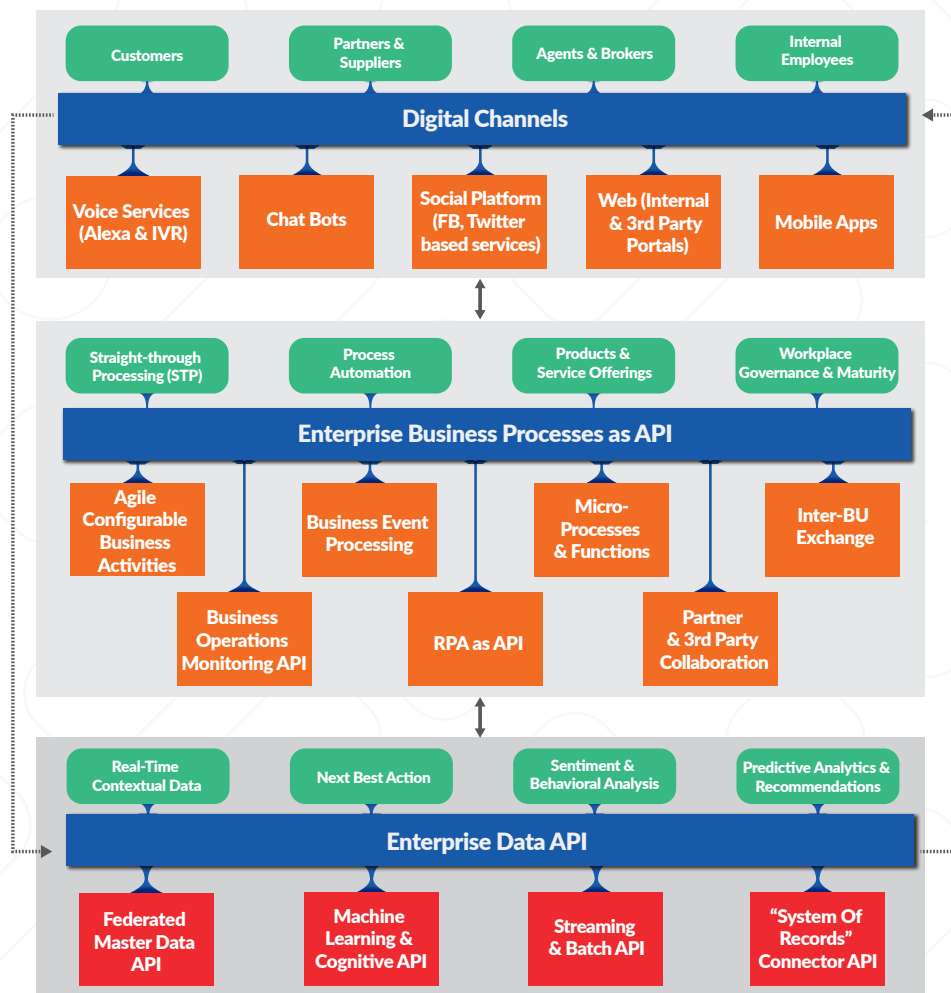
API Enabled Real-time Orchestration Framework – AERO

Imagine seamless data availability, connecting applications and processes via APIs for innovative, digital solutions. How about empowering it with artificial intelligence? Hexaware's digital collaboration framework is all about extreme collaboration.

We have made it simple and easy for customers to use and run this service.

Here's how it works:

AERO: The perfect catalyst for an accelerated API journey

Customers	Partners & Suppliers	Agents & Brokers	Internal Employees

Digital Channels

Voice Services (Alexa & IVR)	Chat Bots	Social Platform (FB, Twitter based services)	Web (Internal & 3rd Party Portals)	Mobile Apps

Straight-through Processing (STP)	Process Automation	Products & Service Offerings	Workplace Governance & Maturity

Enterprise Business Processes as API

Agile Configurable Business Activities	Business Event Processing	Micro-Processes & Functions	Inter-BU Exchange

Business Operations Monitoring API	RPA as API	Partner & 3rd Party Collaboration

Real-Time Contextual Data	Next Best Action	Sentiment & Behavioral Analysis	Predictive Analytics & Recommendations

Enterprise Data API

Federated Master Data API	Machine Learning & Cognitive API	Streaming & Batch API	"System Of Records" Connector API

Solution Highlights:

- API led Connectivity – Redesign enterprises to be visualized as a "Network of APIs"
- Omni-Channel Enabled API – Capability to handle diverse channel specific nuances
- Data API Layer – Federating over multiple data stores & platforms delivering API for runtime analysis of events
- Robust Event Processing – Event pipeline & storage, streaming, processing & correlation framework
- Event driven Process Orchestration

Value Proposition

- Upto 20% in process efficiency through API adoption
- Upto 30% increase in User adoption through additional channels
- Upto 20% reduction in time to market
- Upto 30% Business Value Improvement of Legacy Systems through API

Hexaware API and Integration Services Catalog

Experience and Marketplace API

- Leverage omnichannel APIs for ensuring consistent communication and data driven contextual information across channels
- Deliver unique experience via Intelligent agents with device and context sensitive features

API Driven Process Optimization

- Realise composable enterprise through API adoption
- Provide Business process as a service exposed via APIs

Microservices Driven Application Enablement

- Disassemble monolithic enterprise applications to modular, loosely coupled microservices driven apps
- Establish communication frameworks for Microservices

Enterprise Automation

- Orchestrated top-down automation
- Integrated API driven RPA, scripts and bots

Legacy Integration Platform Modernization

- Modernize traditional ESB based approach to API led connectivity
- Transform traditional middleware products such as TIBCO, OSB, IBM to MuleSoft

Integration CoE as a Service

- Integration & API Advisory and development: To ensure effective implementation of services and API governance
- SLA driven managed services for integration and API support needs

Proof Points

Cosmetic company in USA and Canada

Leveraged Hexaware's Digital Collaboration Framework and MuleSoft platform to achieve supplier, partner integration with internal SAP systems. Customer experience transformation with API enabled channels.

Results Delivered:
Reduced order processing time by 20%
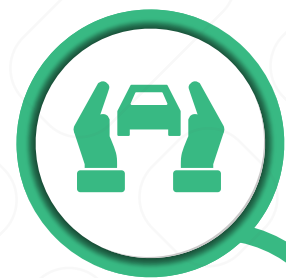Improved customer retention by 15%

Hospitality and real estate company in Singapore

Seamless on-boarding of CRS and PMS system with API led connectivity using MuleSoft CloudHub platform. Enablement of multiple online sales channels.

Results Delivered:
Reduced on-boarding effort by 30%
Increase in online channel sales by 15%

Auto Insurance company in France

Integrated data processing between Quotation Generation engine & other partners and e-Brokers while adopting a composable architecture using MuleSoft platform

Results Delivered:
5x faster Quote Creation, drops reduced by 80%
Increase in hits through Tablet / Smart Phone by 200%

Unique Solution Accelerators

- **HexAPI Factory** - Offers a ready set of API designs along with verticalized data models under one umbrella
- **Quote to Policy Origination Accelerators** – Readily available quote & policy experience API designs for faster implementation
- **Claims Process API Designs** – Process API designs for faster claims process implementation
- **Patient Experience ready APIs**– Improving patient experience across omni channels through ready APIs per channel
- **Process specific APIs for Hassle-free journeys and stays** – Airline and hospitality industry's booking and reservation process specific API design for quick turnaround
- **Ready to use Guidewire business** functions for enabling omni-channel experience, across targeted channels

Why Hexaware

- Global IT services company that specializes in delivering complex technology solutions
- Deep domain expertise in chosen 5 verticals
- Domain expertise backed by strong technology credentials in 8 chosen horizontals
- Integrated offering on Business Processes + Technology
- Strong proven history of delivery excellence

Fast Facts

- USD 677.7 Mn Revenue (FY 2018)
- 28 years of delivery excellence
- 255 Global Customers
- Mn $ Clients 120
- 25+ Fortune 500 Clients
- 18200+ employees

Serving Market Leaders

- 10 of Top 25 Asset Management Firms
- 6 of top 20 Airlines
- 3 of top 10 Insurance Companies
- 6 of top 100 Manufacturing & Consumer Companies
- 3 of top 10 Professional Services Firms

Hexaware and MuleSoft have partnered in delivering next generation API and Integration services to organizations. Together we help organizations accelerate their Digital transformation journey. Hexaware's deep expertise in implementing API led solutions powered by MuleSoft platform helps organizations to transform their customer experience, automate their business processes and achieve cloud adoption seamlessly.

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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