



Business and Enterprise Architecture Consulting for Leading US based Deep Discount Retailer

Our Customer

US based deep discount retail giant that operates in 323 locations throughout 36 states

Business Imperatives

The retailer was in the process of a demerger from its parent company. They were in need of a seasoned IT partner to execute their systems' de-merger, as per TSA guidelines. Other objectives included:

- Setting up its IT operations from scratch and segregating from the parent setup in a fast and efficient manner
- Formalize an IT strategy, and manage the transition from the previous set up

Solution

Working closely with the customer's team, Hexaware established and executed a new enterprise vision for the retail major. Hexaware was instrumental in defining, delivering business IT roadmap, rationalizing its infrastructure and establishing a long-term view of processes, systems and technologies. The blueprint laid out the structure of the enterprise in aspects of its strategy, design, deployment, transition, governance and management.

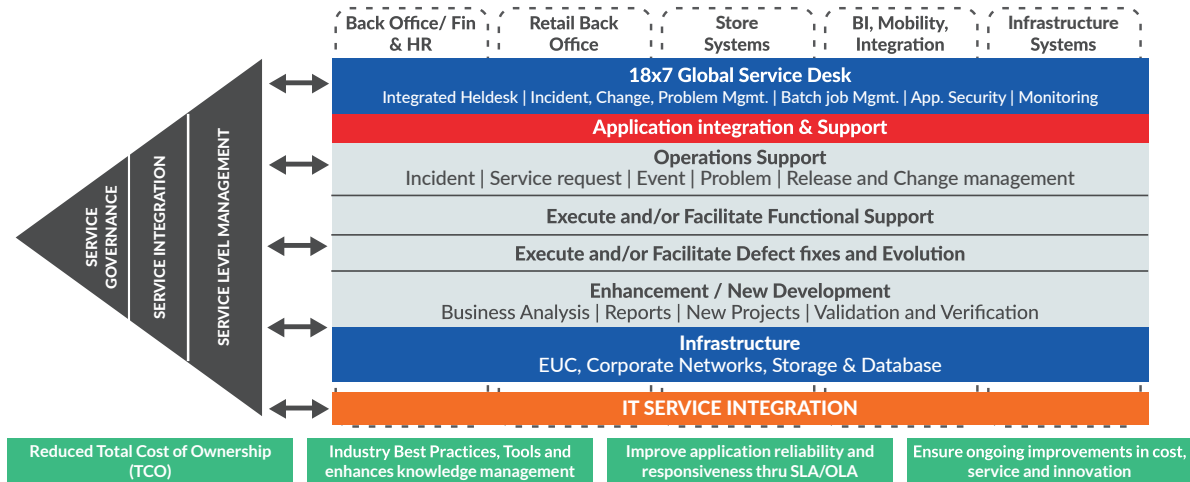
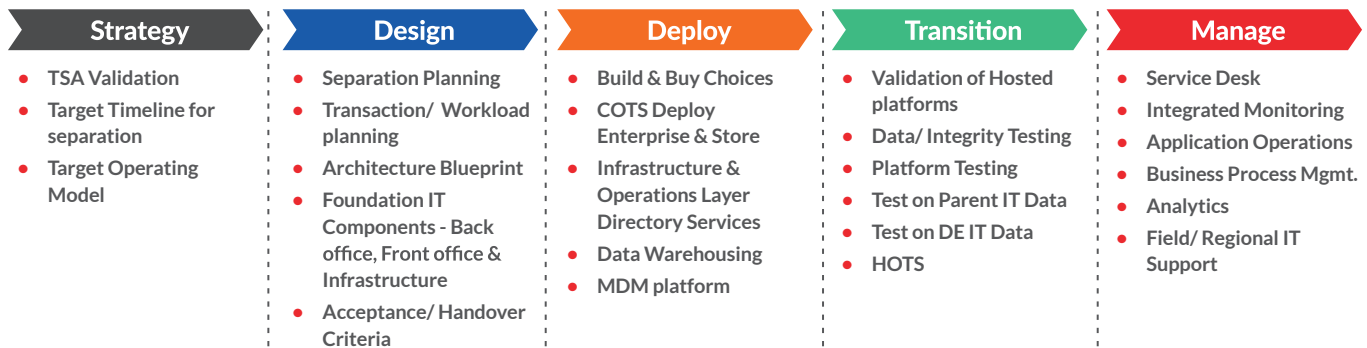
Hexaware's Executive Guidance for this Transformational Journey: In-depth analysis of all corporate applications, store operations application landscape and data integration architecture were carried out. Improvements have been made based on recommendations. Hexaware's business partnership focused on defining true synchronization of customer's business and IT strategy, by leveraging analytics to decide store and manager performance. Migrated all enterprise architect core workloads to Cloud with zero DC infrastructure

A modern and scalable IT landscape was designed with the following salient features:

- User aligned IT with analytics and COTS deployment for Enterprise & Store environments
- Hub & Spoke architecture with minimal IT across corporate and store locations
- Service Desk Management & Field/ Regional IT Support
- Easy in, easy out IT sourcing and deployment



Transition Phases



Solution Highlights

- Separation planning & Architecture Blueprint
- Analytics and COTS Deployment for Enterprise & Store
- Foundation IT Components – Back office, Front Office & Infrastructure
- Service Desk Management & Field/ Regional IT Support

Benefits Delivered

Customer realized several business benefits including:

- Harmonized ITIL v3 based IT service management process across group companies and regional business units
- Instituted 95% cloud based workloads
- Transparent service level management-enabled by Real time dashboard
- Catalogued services delivered in As-a-service model, billed on units consumed
- Maintained SLAs of 99.75% for Service Desk and 99.99% for workplace applications
- Agile, resilient and scalable workplace services

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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