



HEXAWARE

Investor Meet

Business Process Services

Go to Market Strategy

Digital Managed Services (DMS)

- Run operations and progressively automate
- Take on automation risk and guarantee benefits upfront

- Deliver Managed BOTs (Configuration and ongoing support)

DMS Lite

Positioning

Drivers of Digital Disruption

Entry Strategy

Enterprise Market

- ★ Entry through DMS Lite & expand to DMS Full

Mid Market

- ★ Incumbent disruption – DMS full leveraging Watermelon effect

Platform + RPA for rapid transformation of SSC (DMS Full)

Vertical Solutions

	Banking & Financial Services	Healthcare & Insurance	Manufacturing & Consumer	Travel & Transportation
Solutions	<ul style="list-style-type: none"> • Payment Processing • Trade Finance • Client On boarding • Fund on boarding • Enterprise Data Operations 	<ul style="list-style-type: none"> • Claims Data Entry & Adjudication • Life Insurance Persistency Solution • AML, KYC • Revenue Cycle Management 	<ul style="list-style-type: none"> • Telecom Back office • Telecom Billing & Collections • E wallet services • E commerce query management 	<ul style="list-style-type: none"> • Hotel Property Migration • Property Management • Airlines Reservation • Baggage Queries
Digital Impact	<p>Impact</p> <ul style="list-style-type: none"> • Automated payment ops • Automated data aggregation <p>Enablers</p> <ul style="list-style-type: none"> • RPA; Hexaware IP – AIM, Belva 	<p>Impact</p> <ul style="list-style-type: none"> • Automated Claims Adjudication • Pay per use claims processing <p>Enablers</p> <ul style="list-style-type: none"> • RPA; Cloud based claims Admin tool 	<p>Impact</p> <ul style="list-style-type: none"> • Automated billing administration • Automated Order Management <p>Enablers</p> <ul style="list-style-type: none"> • RPA; Chatbots 	<p>Impact</p> <ul style="list-style-type: none"> • Automated Rate Loading for properties • Automated Property migration <p>Enablers</p> <ul style="list-style-type: none"> • RPA

Horizontal Solutions

	Solutions	Digital Impact	Digital Enablers
F&A	<ul style="list-style-type: none"> • P2P, O2C, R2R, FP&A 	<ul style="list-style-type: none"> • 40 – 50% automation across F&A value chain • On Demand analytics 	<ul style="list-style-type: none"> • Automated O2C suite, RPA, Cloud ERP, Cloud based analytics solution
Customer Service	<ul style="list-style-type: none"> • Digital Contact Center • Cloud based ACD • Omni Channel 	<ul style="list-style-type: none"> • Move from CSAT to NPS • Cost optimization • Unified Experience 	<ul style="list-style-type: none"> • Cognitive IVR • Bot Enabled Self Service • Unified communication
HR	<ul style="list-style-type: none"> • Payroll, RPO • Background Verification Operations 	<ul style="list-style-type: none"> • Automated HR ops with faster turnaround • Improved ESAT 	<ul style="list-style-type: none"> • Robosource • EDM bot, Back ground Verification bot

Hexaware BPS a force to Reckon in past 6 months!!



Europe

Has been a Game Changer

- Our Digital managed services Lite strategy has been a true disruptor – 2 Insurance organizations , 1 water utility company and 1 pharma company have partnered with us for RPA
- Multiple new enquiries on SSC transformation through RPA – telecom & services segment
- Large airlines group shown interest to partner for long term
- Panelist for IQPC SDA event



North America

Market niche wins backed with analyst & advisors recognition

- Largest win of DMS lite for 2017 with Global risk management company & Hospitality win in Latin America
- Global Investment banking firm signed MSA for future
- Telecom webinar jointly conducted with Forrester
- RPA webinar with HFS & joint market study with HFS
- ISG & Hexaware advisory day; RPA joint webinar with Everest
- Challenge the Future award for automation
- Sponsor of CCW Vegas

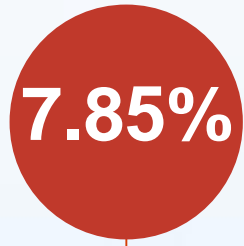


APAC

Has surfaced as growth Market

- India & Australia has potential to make it big ...closed 2 ecommerce large deals in India & Global multilingual deal of large warranty solutions firm
- Hexaware is being viewed by Large Indian conglomerates as one that can neutralize lack of Labor arbitrage through RPA
- New trend seen cropping up - Large BPS service providers are looking towards Hexaware to automate & rationalize their operations to not only reduce cost but help address new complex business intricacies through RPA & domain expertise

Performance Snapshot (1/3)



Revenue CQGR
(12 Quarters from Q2 14)

Automation proof
points established



Average ACV on
Annuity Deals
increased by

Demand Pipeline at
the same time last
year up by



TCV Booking increased
(CY 16 VS CY 15)

Performance Snapshot (2/3)

Key Recent Wins

Client	Services	DMS / DMS Lite
Risk, Retirement and Health Solutions Provider	Benefits Administration RPA	DMS Lite
Indian Ecommerce Firm	E-wallet Customer Service	DMS
Indian Fashion E-commerce Marketplace	Ecommerce Customer Service	DMS
Warranty Solutions and Related Benefits Provider	Warranty & Insurance Operations	DMS
Technology Solutions Provider to Travel and Hospitality	Property Management Services	DMS
Prevention, Pension, Insurance Solutions Provider	Property & Casualty Insurance RPA	DMS
Leading Bank and Insurance Provider	Property & Casualty Insurance RPA	DMS Lite

Awards 2017



Winner of **Most Promising Pilot** @ Challenge the Future Awards 2017



LEADER in NelsonHall's NEAT Evaluation for RPA & AI in Banking Segment 2017



MAJOR CONTENDER in the Everest Group PEAK Matrix 2017 for Business Process Service Delivery Automation (BPSDA) Solutions



Hexaware has been mentioned in **HIGH POTENTIALS** category in the report titled "Capital Markets Operations- HFS Blueprint" 2017

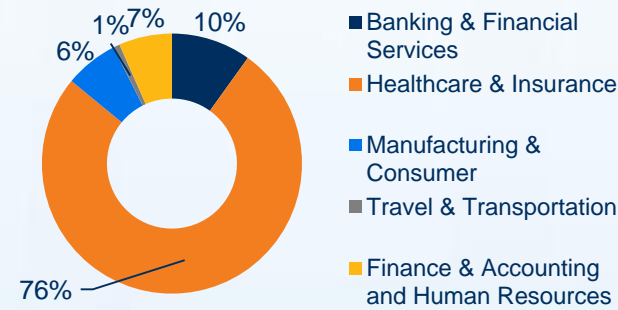
Performance Snapshot (3/3)

Partnerships and CoE

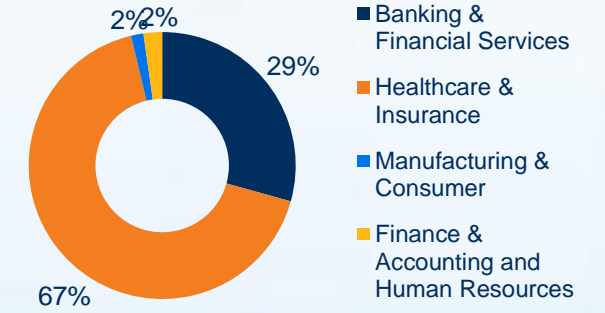


Bots Deployed

Bots Deployed



Bots in Pipeline



IPs Created

- **DOCC** Unified interface to monitor and manage Operational and drill-down KPIs
- **Configuration Manager** Validates & implements business rule changes
- **ROBO Bank** Repository of reusable BOTs, with contextual search
- **ROBO Test** Integrated Test Design to Execution (iD2E) for automated Regression Testing
- **Unified Screen** Effective human assisted automation around unstructured input data sets & reference data

Key Leadership Profiles Added

We strengthened our Leadership team by adding following professionals to our Management Team:



Pranav Rai
*Vice President –
Presales &
Marketing*

- 20+ years in ITES/BPO sector managing P&L in Global Markets expertise in new business development & innovative solution deployment
- Prior to Hexaware Pranav was heading Presales & Solution at a leading third party BPS provider for Corporate Business Services (approx. 100 mn USD revenue)



Vikas Gupta
*Head – RPA
Delivery*

- An Electronic Engineer with rich indigenous & overseas experience of over 23 Years, including 19 years of Work experience in delivering cost-effective & quality solutions using Global Delivery Models with effective skills in Large Account Delivery, Transformation Program & Customer management.
- In last two years, has delivered various programs across verticals involving Automation with the help of various RPA tools like Blue Prism, Automation Anywhere & UiPath. He led the engineering team to design/develop in house RPA product for one of the top IT companies



Jaykumar Lingam
*GM – Quality &
Process
Excellence*

- Overall 16 plus of experience in the ITeS/BPM industry leading Quality & Business Transformation programs, driving Lean Six Sigma transformational initiatives by co-owning business metrics with a focus on enhancing customer experience and loyalty
- Prior to Hexaware, Jay was heading Quality & Process Excellence function for UK's largest outsourcing firm across multiple business units. His previous stints include working with large third party BPS and captive of Global telecom provider.



Ravi Sarkar
Head – Product Innovation

- 15 Yrs of niche industry expertise in business-technology innovation for tier 1 banks. Member of advisory board of Rutgers University- design thinking & innovation education. MIT FinTech and IBM Champion awardee.
- Past experience include CXO advisory roles. Held positions in TCS, Infosys.

Key DMS / DMS Lite Projects Deployed



- **Digital Managed Services (DMS):** Automating **65% tasks in 4 key insurance processes** through RPA, residual tasks to be delivered by Hexaware FTEs
- **Committed 52% savings in TCO** over 3 years

Leading Insurance & Pension Solutions



- RPA enabled Claims, Coordination of Benefits processing
- **50 % FTE reductions** / cost savings
- Improved accuracy levels & turn around

Leading Insurance Provider



- **DMS** covering multi geography payment investigation processes – **automating 45% tasks in 15+ payment investigation processes**
- **Committed 49% TCO savings** in an India vendor to vendor model

Leading Global Bank



- RPA enabled online background verification - **automating 50% tasks**
- **Overall cost savings – 40%**

Leading HR Background Screening Provider



- **DMS Lite:** Automating the Creation of Insurance Certificate Request for Civil Liability & Property Insurance
- **Reduced processing time by 96%**

Leading Bank & Insurer



- Billing Automation
- **800% productivity improvement** (AHT reduced from 60 mins to 8 mins)
- 100% accuracy levels achieved

Leading Global Engineering Firm

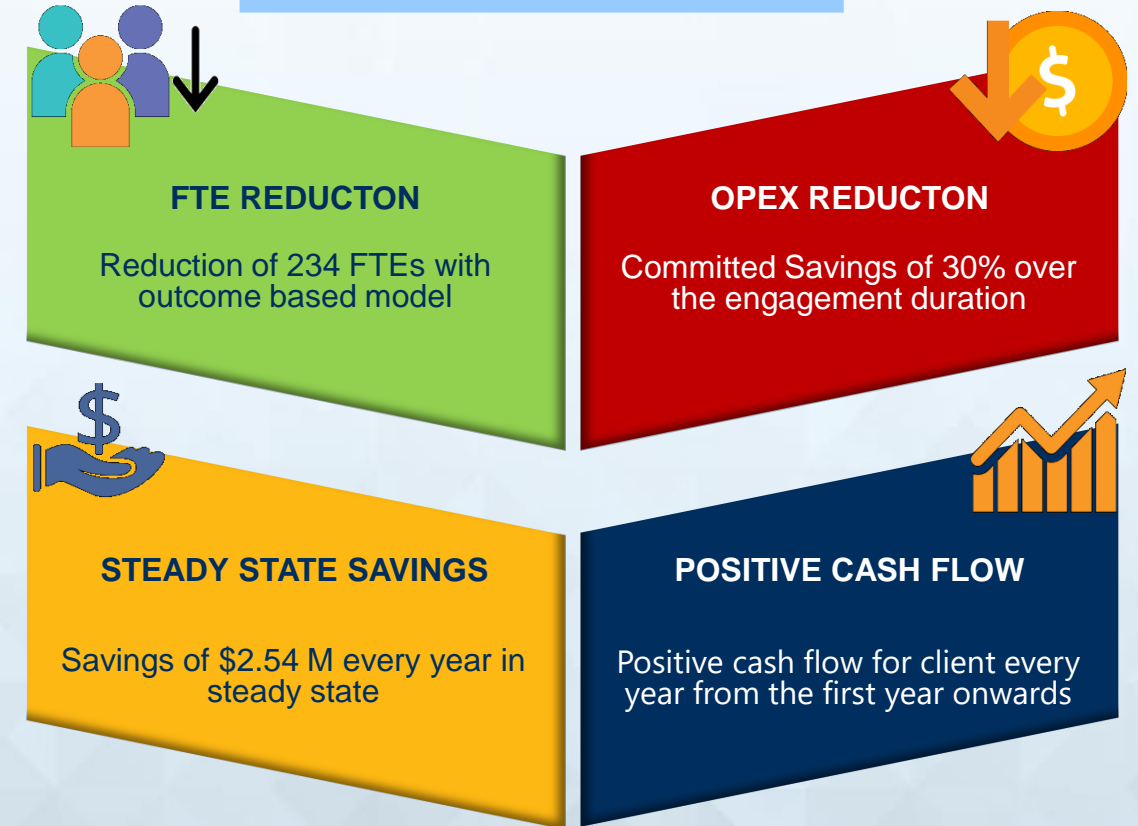
Case Study – Global Benefits Administration Company (1/3)

Process automation for Benefits Administration processes using RPA-led Digital Managed Services

Business Challenges

- 1 Large Scale
- 2 High complexity
- 3 Shorter time to Market
- 4 Establishing an automation CoE & effective governance model

Benefits



Case Study – Global Benefits Administration Company (2/3)

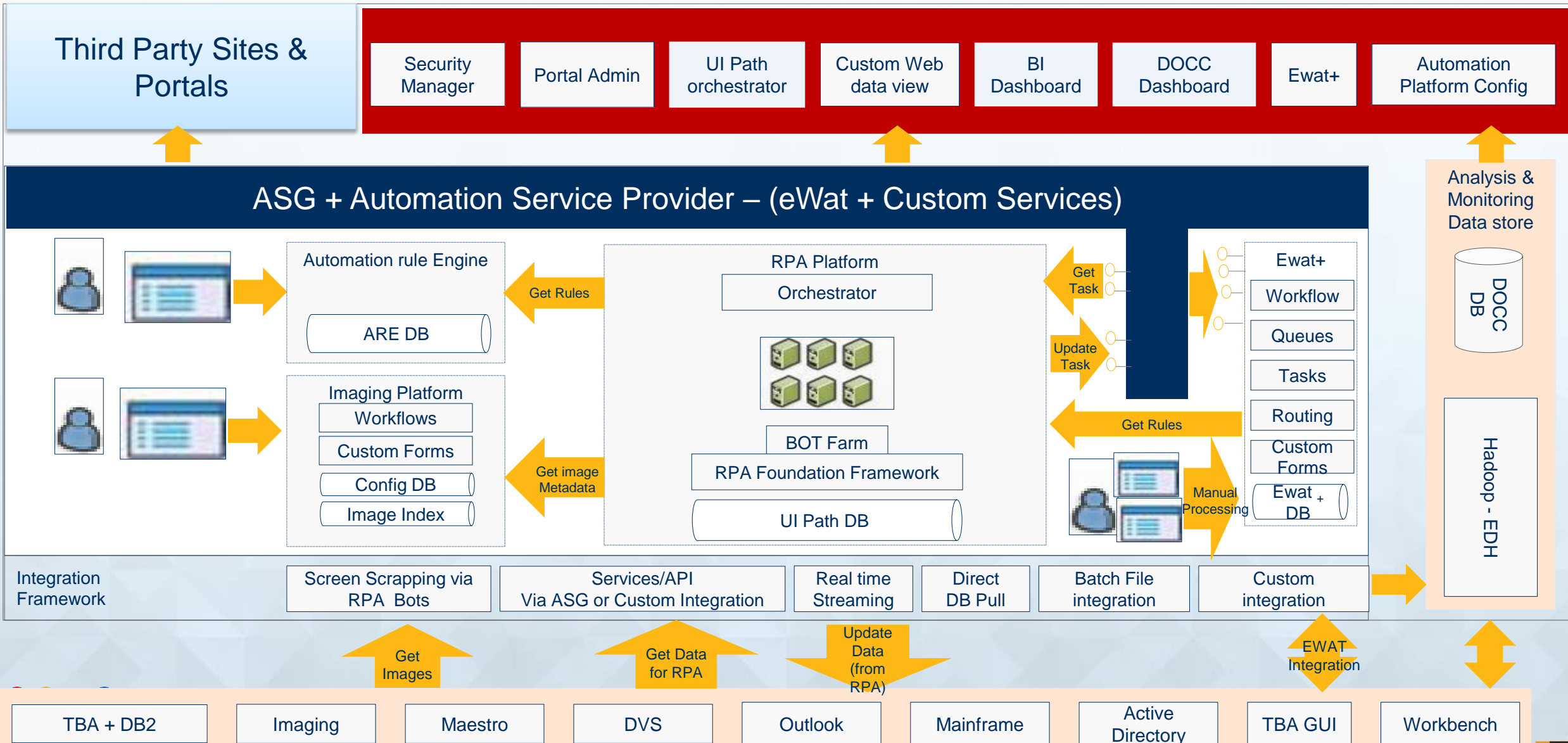
1 RPA & beyond RPA solution to build a robust cost saving architecture

2 Enhancing efficiency of operations by 30% while bringing down costs of current team

3 Establish a scalable managed services model for automation – design, development, implementation and ongoing support (minimize IT intervention for process changes), leveraging existing technology as much as possible

4 Evolve a financial model to share both risk and reward

Case Study – Global Benefits Administration Company (3/3)





HEXAWARE

Innovative Services

Passionate Employees

Delighted Customers

Thank you

www.hexaware.com