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# Automation-as-a-Service

## Uses and Benefits









## Automation-as-a-Service – Uses and Benefits

With businesses across the globe competing to gain market share and deliver positive outcomes, keeping your operational costs in check is now more important than ever before. Traditional ways of working and managing digital infrastructure are riddled with inefficiencies, adding to time, effort & cost estimates. Companies are eager to leverage automation in a bid to reduce manual labor and the possibility of errors in order to achieve it right the first time itself.

However, this is not so simple – building automation competencies in-house requires technical prowess that most companies don't have (or otherwise need). Full-scale automation suites require heavy investments which may not be relevant in the long run. Hexaware has designed a unique set of solutions meant for the modern enterprise – fast growing, focused on the future, and keen to unlock efficiencies wherever possible. This helps in reducing the internal team size, the average time to resolve customer queries, and MTTR of core business processes.

## Why you Need a Next-Gen Automation Solution

**16 hours** spent by an average administrator every week on manual tasks

**Up to 60%** reduction in MTTR by applying automation

**~50%** of failed automation is due to unplanned changes and poor process choices

**73%** of customer service agents are struggling to manage time and workloads

**1.8X** less time required to fix compliance and security issues via automation



## The Right Partner Can Make or Break Automation Success

Right at the outset, companies face foundational challenges like an unwillingness to transform from internal stakeholders, low adoption rates amongst service staff, and the absence of clear prioritization of automation milestones. In such an environment, it is inadvisable to take a leap of faith guided solely by industry hype, or a vague set of best practices that may not even apply to your specific industry. An IT service provider could possibly help you choose an automation framework and implement the plan, in a manner that's feasible for your company. However, this causes its own set of problems.

- Lack of solution configurability in-line with your business goals
- High upfront payments, leading to bloated capex
- Inadequate long-term support, resulting in frequent user complaints
- No change management or internal training program for continued upscaling

To resolve these challenges, Hexaware has introduced Automation as a Service, where you subscribe to automation solutions as a part of an ongoing project with payments based on outcomes and not only solution delivery. The best tools aren't just selected and implemented – they are tested on your business floor to ensure a proper culture fit.

Hexaware's Automation as a service comprises two distinct solution modules that can be deployed separately for standalone benefits or used in tandem.

## Hexaware Automation Center of Excellence

In this model, we take complete ownership of your automation journey right from identifying to-be-automated processes, validating the same, completing rollout, and curating process flow to ascertain accuracy rates. Designed specifically to serve the end-to-end needs of large-sized companies, our Automation Center of Excellence solution is built on three vital prongs:

### A Three-Pronged Approach to Success

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#### Automation Consulting Team

**Differentiator:** Initiates the proposal recognizing customer expectations, evaluates automation possibilities and imparts expected outcomes in your IT environment

#### Benefits for you:



Accurate assessment of automation potential



A realistic picture of the post-implementation landscape



Ready inputs to start the automation process





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## Automation Program Office

**Differentiator:** Comprises SMEs for classifying and vetting automation-friendly processes, gets buy-in from your many stakeholders, and tracks implementation success once delivery starts

### Benefits for you:



Faster identification and prioritization of automation goals



Expert recommendations for re-engineering inefficient processes



An extensive catalog of ready processes informed by the Hexaware customer base



A reliable channel for incorporating your business specific inputs



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## Automation Bot Factory

**Differentiator:** Comprises developers and architects who specialize in automation implementation and actions all inputs derived from the Automation Center of excellence as well as your IT team

### Benefits for you:



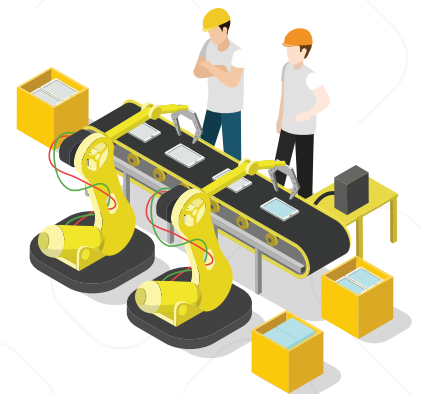
A ready team for backend development which doesn't need your intervention



A vast repository of knowledge and project expertise



Agile delivery with buy-in from your stakeholders at every step



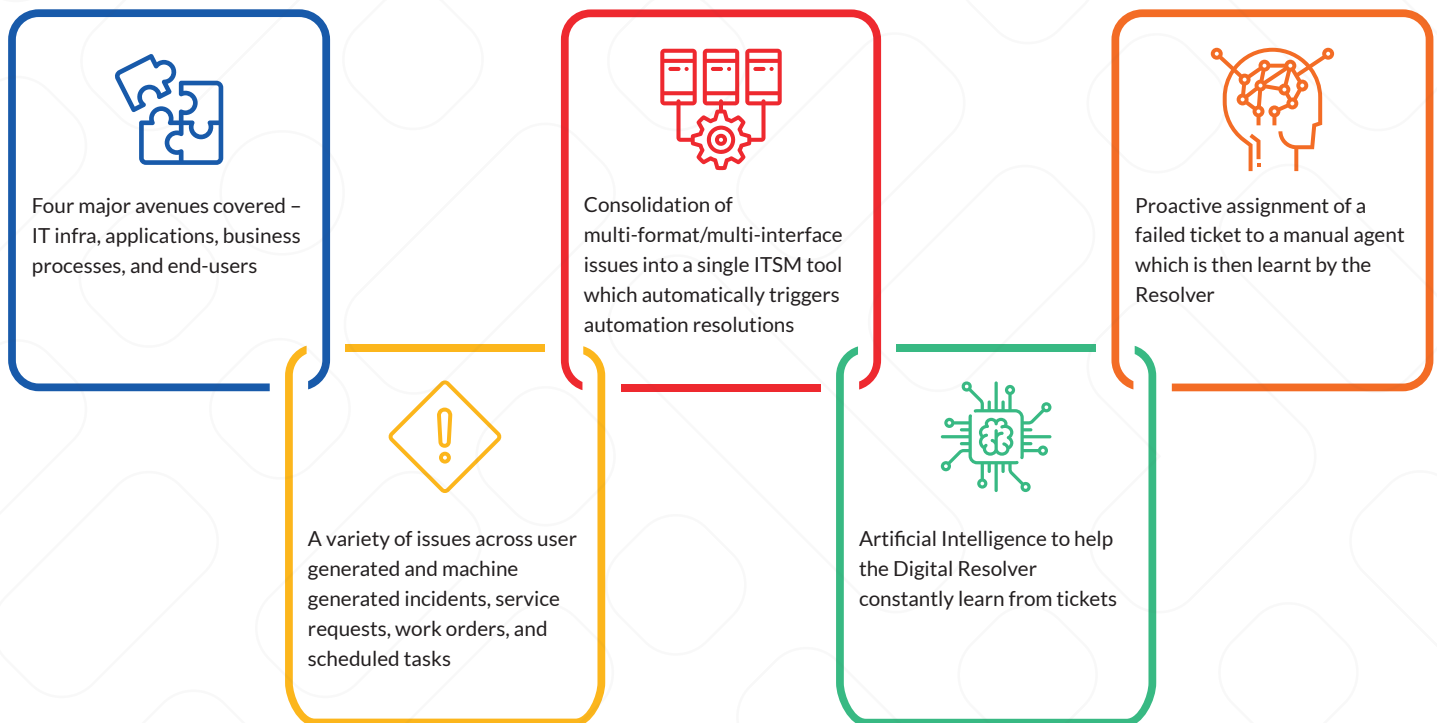
## A Pricing Model Built for Value Generation

Customer success is our primary focus at Hexaware. To that end, we don't charge you until you witness the outcomes you set out to achieve. Our solution adopts a simple, ticket-based pricing framework, geared to accommodate the various needs of large-sized companies. The Automation Center of Excellence team identifies all the use cases and processes ready for automation and as a part of the solution design, commits to an optimum success rate before starting deployment. This guarantee underlines the engagement violating which, we would not charge your company. Only after this threshold is achieved, you will be billed on a per ticket resolution model with parameters set around the complexity of automation and the volume of tickets resolved. And, whenever you successfully resolve an issue through our automation components, a nominal fee is charged.

## Hexaware Digital Resolver

Our digital resolver allows companies to leverage automation for solving every day IT issues, regardless of size or scale. With a completely hands-off approach, from issue identification to resolution, you need near zero manual intervention to keep your IT function running smoothly and focus your attention on business growth.

## A Flexible Automation Toolkit for your Day-to-Day Operations



## The Design Principles Followed by Digital Resolver are as follows:

- Single pane of glass: Integrated and fully visible operations
- Straight through automation: Operations have to become autonomous
- Predictive analytics: ML-driven data insights
- Customer experience: Empowering the user
- High impact: 40% of volume and 30% of spend
- Redefining KPIs: Redefining the SLA structure and reducing MTTR



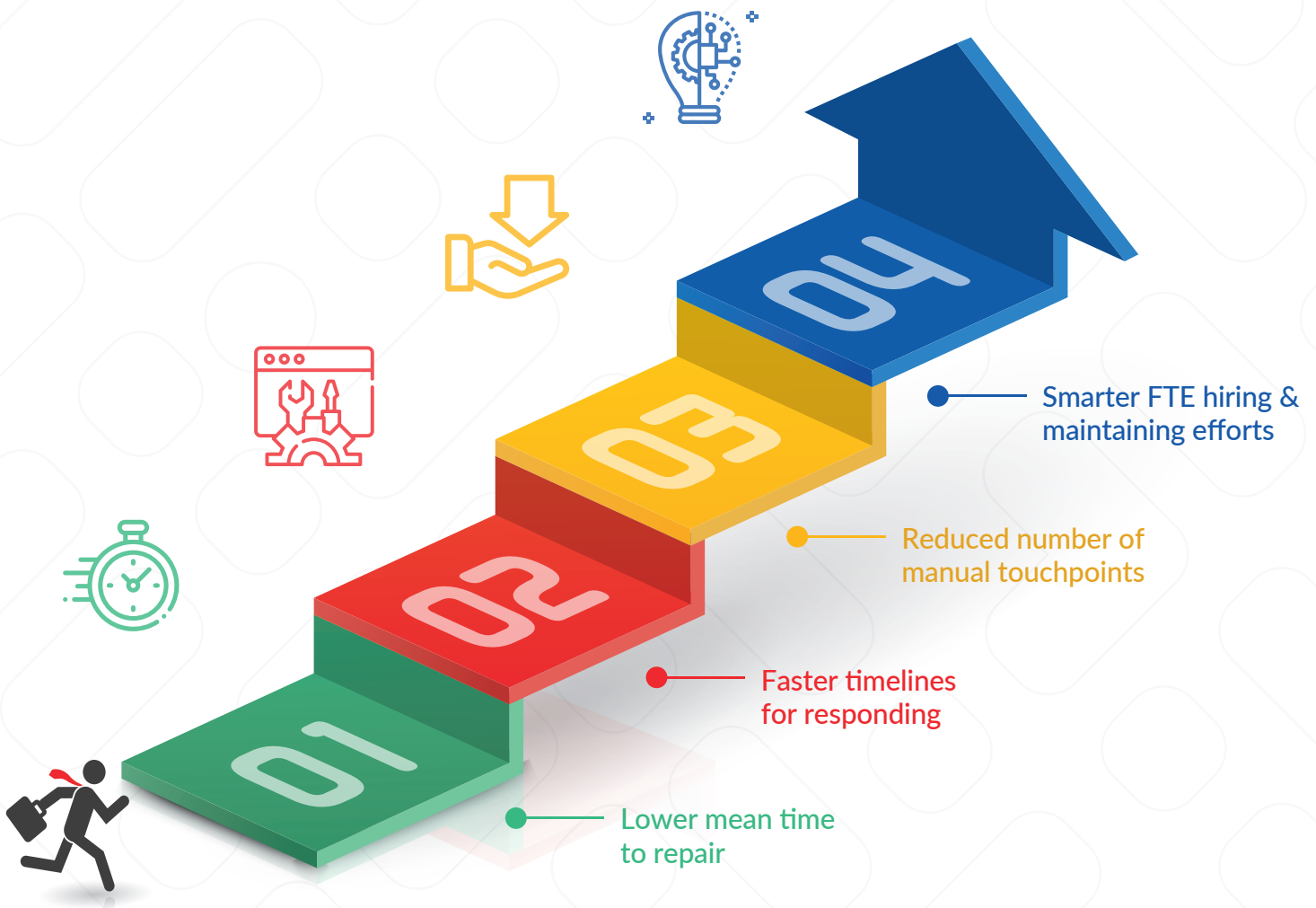


## Key Advantages for Your Company

Hexaware Digital Resolver is built on our universal philosophy of 3Es - Effectiveness, Efficiency, and Experience. To that end, we deliver the following benefits:

- Effectiveness - A 360-degree solution for all kinds of service requests and work orders fed into a single ITSM with integrated manual resolution (closed-loop system)
- Efficiency - Reduction costs through either a long-term contract or per ticket pricing, based on the complexity
- Experience - Driven by Hexaware's extensive domain knowledge, building a tool that's capable of intelligently 'learning' from experience

## We look forward to streamlining your automation pathway



To unlock these efficiencies at your company, email us at <<email id>>.





## 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.

### NA Headquarters

Metro 101, Suite 600, 101 Wood  
Avenue South, Iselin,  
New Jersey - 08830  
Tel: +001-609-409-6950  
Fax: +001-609-409-6910

### India Headquarters

152, Sector - 3  
Millennium Business Park  
'A' Block, TTC Industrial Area  
Mahape, Navi Mumbai - 400 710  
Tel: +91-22-67919595  
Fax: +91-22-67919500

### EU Headquarters

Level 19, 40 Bank Street,  
Canary Wharf,  
London - E14 5NR  
Tel: +44-020-77154100  
Fax: +44-020-77154101

### APAC Headquarters

180 Cecil Street,  
#11-02, Bangkok Bank Building,  
Singapore - 069546  
Tel: +65-63253020  
Fax: +65-6222728

### Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.

