

# Hexaware's NextGen Application Managed Services

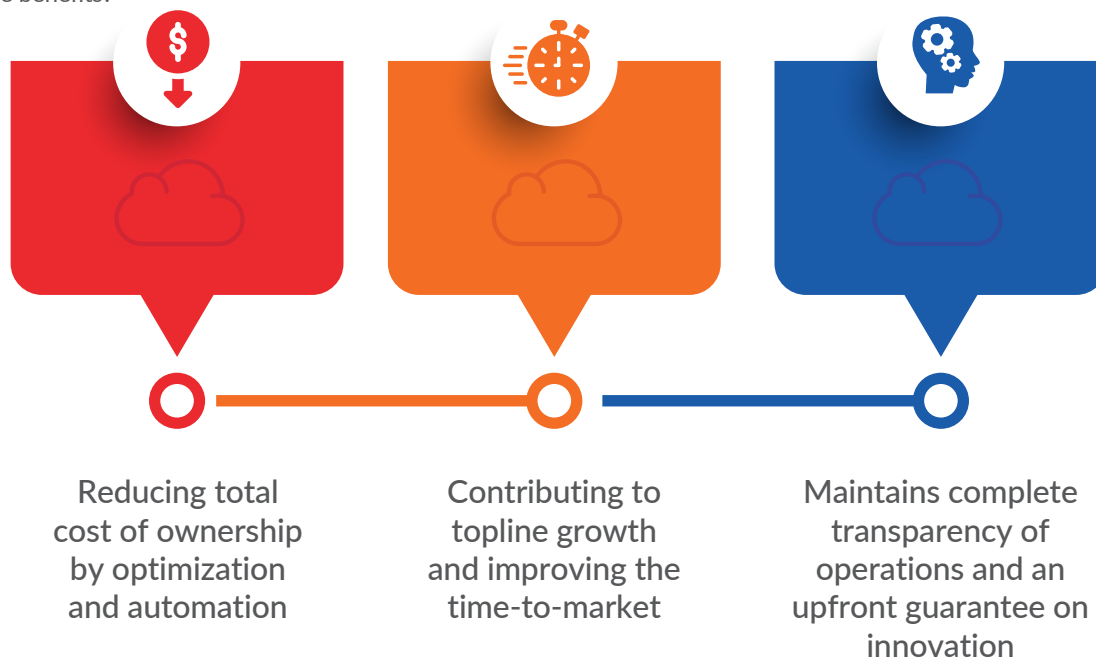
Unlock the potential of end-to-end managed services and achieve up to **30% faster time-to-market** and **80% better predictability**

Do you know that Application Managed Services (AMS) has undergone a revolutionary change over the last few years? Full-stack developers, intelligent automation and integrated DevOps are the new norm. So, why not partner with Hexaware and take your business to new heights by getting the best out of our modern AMS service offerings?

Hexaware's managed services are smartly architected to not only save your time and costs but also deliver exceptional customer experience. With our **NextGen** offering, you get fully customized services with high transparency and assured results.

Hexaware's NextGen Application Managed Service (AMS) is an integrated build-and-run model for end-to-end management of your application portfolio.

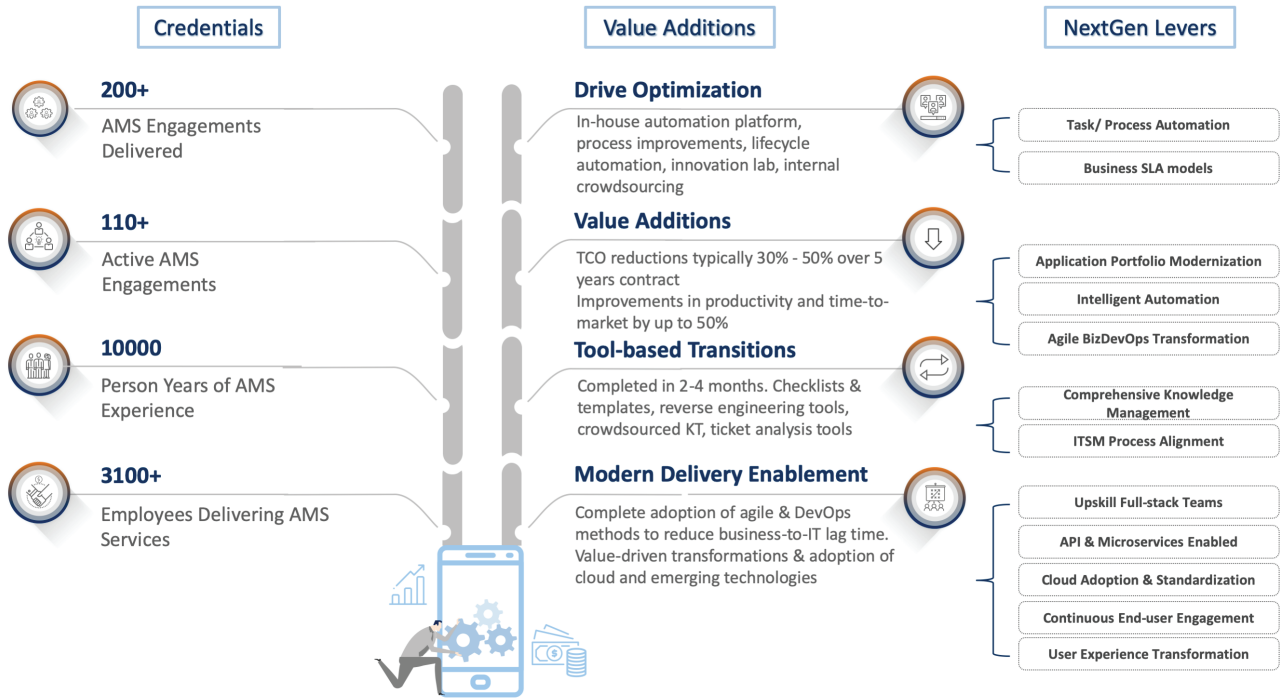
So, what are the benefits?



What more? These benefits are delivered using a risk-reward sharing model that ensures a true partnership.

## Success Guaranteed with Proven Competency

As a part of our NextGen services, we offer a catalog of application run-and-build-based services. These are structured in a manner to be customized for any service scope. Our guarantee of success for you using our NextGen services is based on our comprehensive experience in delivering for multiple clients – large and small – across multiple geographies.



**Case in Point 1:** A US-based multinational professional services firm with approximately USD 28 billion worth of assets under management and over 2700 business applications spread across 6 portfolios:

- Over 120 BOTs developed and deployed for automating processes and tasks
- 15% incidents revolved automatically during the first 6 months of the engagement

Task/Process Automation

Intelligent Automation

**Case in Point 2:** A US-based leading global provider of specialized payment products and services for businesses worldwide – a multi-year deal for 97 applications in a multi technology landscape supported by 200+ FTEs.

- Cost-saving of 33% over 5 years
- Rapid tool-based knowledge transition
- Increased flexibility and responsiveness to the business through agile adoption

Agile BizDevOps Transformation

Comprehensive Knowledge Management

ITSM Process Alignment

**Case in Point 3:** A large US-based airline - Digital transformation of two critical applications for supporting digital channels to reduce business disruption.

- Removed single point of failure and
- Improved time to market by 3X

Continuous End-user Engagement

User Experience Transformation

Application Portfolio Modernization

API & Microservices Enabled

Cloud Adoption & Standardization

## 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 Process + Technology
- Strong proven history of delivery excellence





## 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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### 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.

