APPLICATION
TRANSFORMATION
MANAGEMENT

ATM

Hi.

Up to **50%** Faster
Time-to-Market

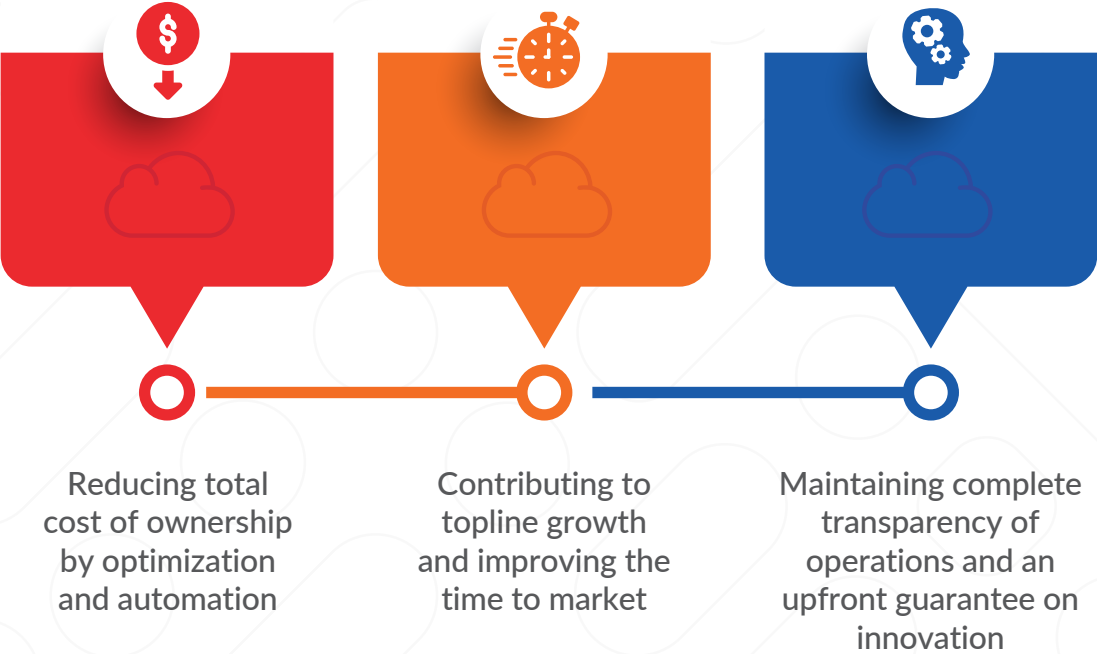Up to **40%**
Reduction in TCO
for Run Services

NextGen Application Managed Services with Intelligent Automation

Integrated Build and Run Managed Services offering

Are you looking to take your application development services and application managed services to the next level and increase your business benefits by multi-fold? Hexaware's NextGen can do it all for you. NextGen is an integrated build-and-run model for end-to-end management of the entire application portfolio. The model is built on industry-leading competencies like modern delivery, full stack development, intelligent automation and integrated DevOps.

NextGen offers comprehensive and customizable solutions for your application management leading to optimum returns on investment and highest customer satisfaction.
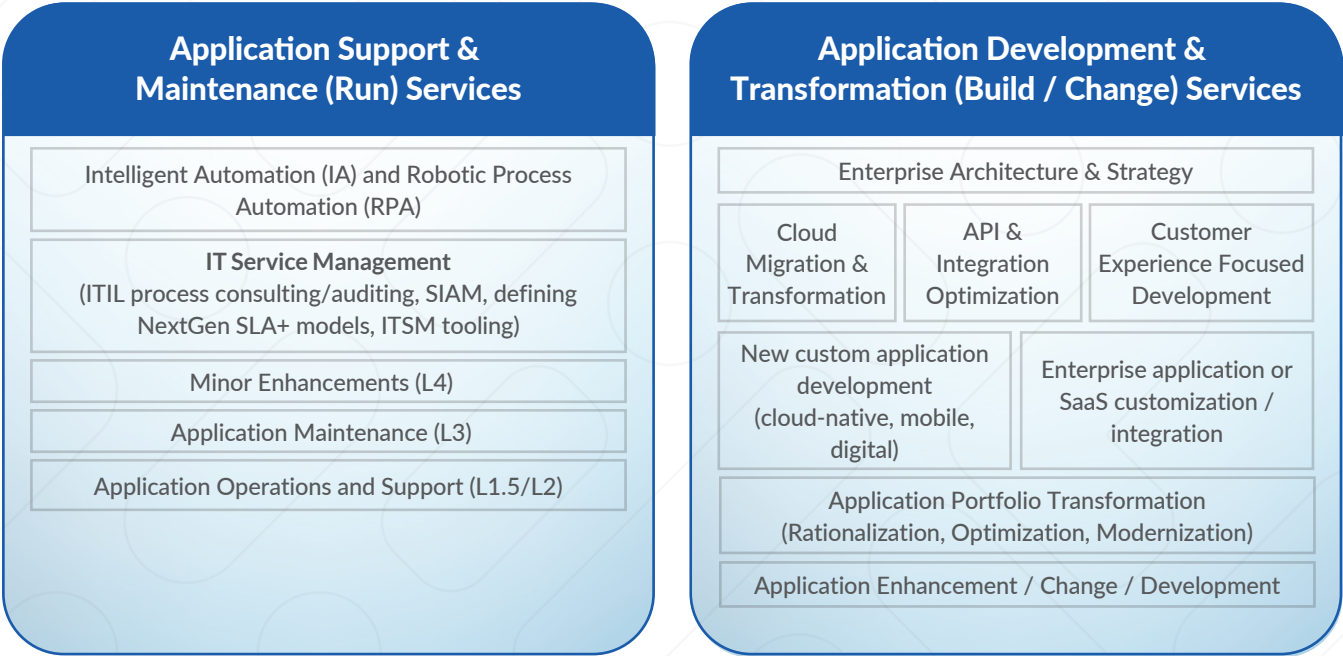
Why NextGen?

Reducing total
cost of ownership
by optimization
and automation

Contributing to
topline growth
and improving the
time to market

Maintaining complete
transparency of
operations and an
upfront guarantee on
innovation

These benefits are delivered using a risk-reward sharing model that ensures a true partnership

NextGen – Services Catalog

NextGen comes with a host of highly customizable build-and-run services, thereby meeting every service requirement that you may have for your application portfolio.

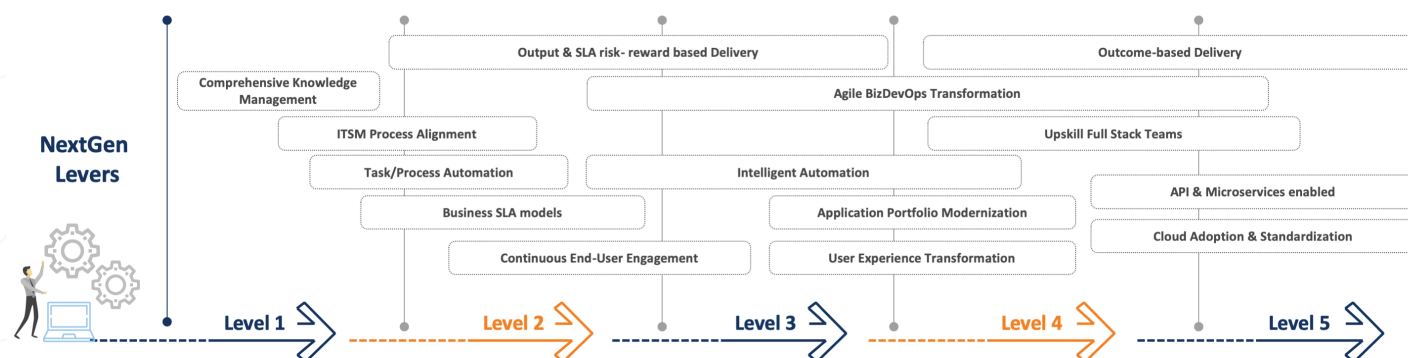| Application Support & Maintenance (Run) Services	Application Development & Transformation (Build / Change) Services
Intelligent Automation (IA) and Robotic Process Automation (RPA)	Enterprise Architecture & Strategy
IT Service Management (ITIL process consulting/auditing, SIAM, defining NextGen SLA+ models, ITSM tooling)	Cloud Migration & Transformation / API & Integration Optimization / Customer Experience Focused Development
Minor Enhancements (L4)	New custom application development (cloud-native, mobile, digital) / Enterprise application or SaaS customization / integration
Application Maintenance (L3)	Application Portfolio Transformation (Rationalization, Optimization, Modernization)
Application Operations and Support (L1.5/L2)	Application Enhancement / Change / Development

NextGen – How do we deliver?

The primary steps towards defining a roadmap for NextGen services for our clients is to carry out a detailed assessment of the current service landscape – including application portfolio & functions, technology landscape, process maturity, tools used and people readiness – this is done using our proprietary assessment framework Hexaware Managed Services Maturity Model (HMMM). Based on this detailed assessment, we ascertain the maturity of your current services which could be between Level 1 and Level 5:

AMS Maturity Level

LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5
Repeatable Support processes; Waterfall-based Development process	Defined Processes; Low agility	End User focused – Self Service & Agile focus	Automation First – Complex cognitive automation	NextGen – Intelligent & Modern delivery

NextGen – Value Proposition

The value delivered by our services are based on applying NextGen levers at different levels of maturity:

NextGen Levers

- Output & SLA risk- reward based Delivery
- Outcome-based Delivery
- Comprehensive Knowledge Management
- Agile BizDevOps Transformation
- ITSM Process Alignment
- Upskill Full Stack Teams
- Task/Process Automation
- Intelligent Automation
- Business SLA models
- Application Portfolio Modernization
- API & Microservices enabled
- Cloud Adoption & Standardization
- Continuous End-User Engagement
- User Experience Transformation

Level 1 → Level 2 → Level 3 → Level 4 → Level 5

NextGen delivers benefits right from the start of the engagement. A contractual commitment of the delivered benefits is based on service maturity assessment – some typical improvements that we have been able to commit to our customers:

Short Term (0-3 months)

- Upfront commitments on reduction in TCO of up to 40%
- Full Transparency in Governance – real time performance monitoring for all AMS metrics
- Introduce Task/Process automations – reduce manual interventions

Medium Term (3-9 months)

- Reduce Time to Market – upto 50% improvement in delivery velocity
- Improve predictability by upto 80%
- Continuous customer engagement

Long Term (12+ months)

- Value-driven transformation – modernization and rationalization journey driven based on ROI
- Reduce lag between Business and IT to less than 2 weeks
- Reductions in cost & time per story point
- Adoption of cloud & emerging technologies

NextGen – Journey Phases

Your journey to NextGen Application Managed Services starts with a comprehensive HMMM-based assessment of the current state of your service delivery. We then create a suitable roadmap for you to transform your business in a phased manner.

Assessment   Transition   Process Transformation   Technology Transformation   Business Transformation
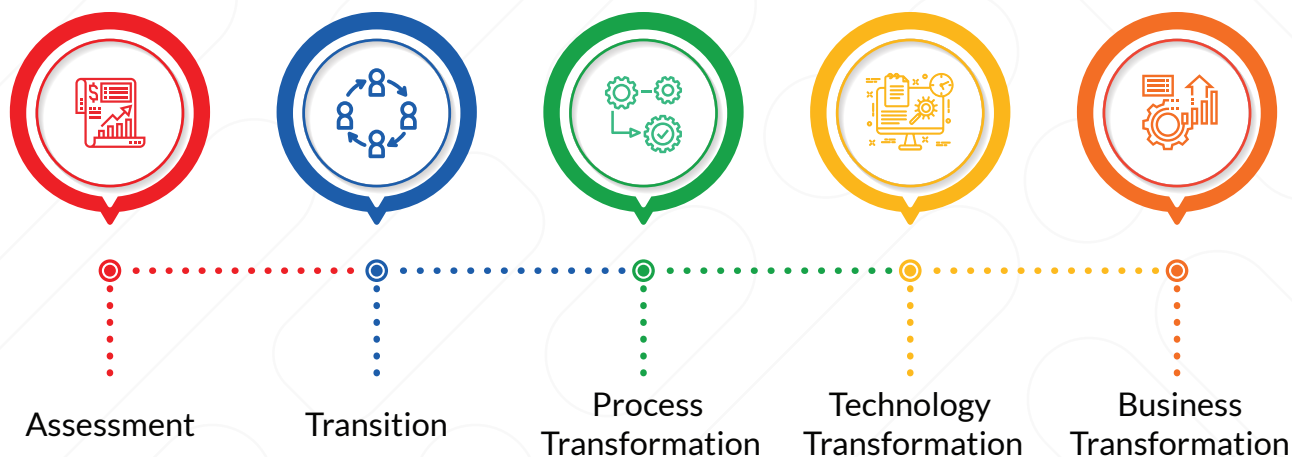
To provide you with state-of-the-art architecture and maximum customization, NextGen is delivered through Assist, our end-to-end managed services platform. Assist is our proprietary multi-layer framework which caters to requirements right from the start of the engagement. It has been designed to offer best-in-class services with an ability to customize the layers based on your needs and the outsourced services.

Why Assist?

End-to-End Management of Service Lifecycle

Simple Collection of tools, checklists & guidelines

Built on a strong foundation of standard processes

Quick reference templates available for common AMS deliverables

- Based on our 25+ years of experience in delivering high-quality services to clients
- Built upon a strong foundation of industry standard processes like ISO, ITIL, CoBIT, SAFe
- Multi-layer architecture – with each layer building on top of the information gathered during the previous layer
  - Portfolio management & assessments and AMS solution builders for the pre-engagement layer
  - Transition & knowledge management tools for the transition layer
  - Delivery accelerators & toolkits and engagement governance tools for the managed services delivery layer

Success Stories:

Case 1: The client is 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.

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

Case 2: The client is 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+ FTE.

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

Case 3: The client is a large US-based airline
We enabled the digital transformation of two critical applications for supporting digital channels to reduce business disruption.

Outcomes of the solution:
- Removed single point of failure and
- Improved time to market by 3X

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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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

www.hexaware.com | marketing@hexaware.com