

Hexaware Hosts the Digital Insurance Practitioner Summit 2020 at New York

New York, Feb 28, 2020 - Hexaware, a global IT, BPO and consulting service provider, hosted the **Digital Insurance Practitioner Summit 2020** at New York on February 18th, 2020. The Roundtable Dinner event was attended by Digital and Business leaders from top Insurers in the US.

The main topic of focus for all the attendees was the widespread disruption the Insurance industry is facing and how traditional players can stay ahead on the digital curve. The participants also observed that companies from diverse industries, right from Aviation and Healthcare to Retail and Insurance, were now focused on getting one thing right- *Experiences*, be it for customers, partners, vendors or employees.

Keynote speaker for the event, **Trae Howell, Executive Director, Trustmark** commented, “The Hexaware Roundtable Dinner in New York City was very insightful and informative with excellent speakers who generated high energy discussions on changes in the insurance industry, the urgency of digital transformation and real world experiences.”

Another speaker at the summit was **Brian Levine, VP Strategy & Analytics, Mobiquity**, who detailed the findings of their ‘P&C Insurance Friction Report’, which analyzed over 20K customer insurance app reviews across the top P&C brands to determine exactly what customers want in their insurance apps. Brian explained the impact a 4+ star app can have on businesses and suggested ideas that can be put to work to improve app performance.

Hexaware brought its deep expertise in crafting Insurance experiences to the fore, sharing success stories of delivering Automation led transformation for Insurance clients, by partnering with software providers such as Guidewire and Pegasystems.

Milan Bhatt, Executive Vice President - Healthcare & Insurance, Hexaware said, “Through our summit, we made an effort to offer our delegates a pulse on not only what’s happening in the industry, but what’s changing the future. Hexaware is constantly working to transform the application landscape and IT infrastructure for our Insurance customers, enabling them to deliver world-class experiences for customers, partners and employees.”

20 participants from top P&C Insurers across the region engaged in the discussions to explore and understand emerging digital technologies and how they will affect their business in the future.

Key takeaways from the summit:

- Insurers need to work on driving systemic corporate cultural change
- How can Insurers build in agility into systems, process and people to cope with change?
- Why Platforms are a major business disruptor?
- Measure Insurance app friction and reduce it

- How Pega helped Trustmark's members file a claim online have it adjudicated the same day and paid in their bank account the next day
- How Trustmark successfully integrated with top benefit platforms in the market and stayed a step ahead of disruption

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, Hi-Tech & 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.

Learn more about Hexaware at <http://www.hexaware.com>

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.

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