



## Case Study

# Enabling Customer Delight with 20% Increase in First Call Resolutions

### About the Client:

Headquartered in India, the client is a leading steel manufacturing giant with operations across 26 countries and presence in over 50 countries. With facilities and operations across the globe, the client's diverse portfolio finds its presence in multiple industries and segments.

### Requirements:

The client expected Hexaware to provide large scale digitalization of workplace services. They had multilingual technology Support Desk which provided Level1 support across applications. This was done over email, phone, web and chat. They had varied service desks for different kind of applications and these were managed separately too. The client wanted easier management of the service desks and proper digitally organized solutions for volumetric data of more than 29,000 tickets for its 40,000 plus users

### Solution:

Hexaware's team thoroughly analyzed and identified opportunities for smarter digital solutions that lead to a boost in productivity. Hexaware implemented digital workplace solutions like:

The operational transformations primarily defined using solution enablers like Cisco, DOCKIT and ServiceNow were

24x7 Service desk support for 300+ applications delivered from 4 client locations in India



On Premise Support in 3 client manufacturing locations across India



Dedicated Operations Management Center for the client at Hexaware Mumbai office and more



Dedicated Regional service delivery model



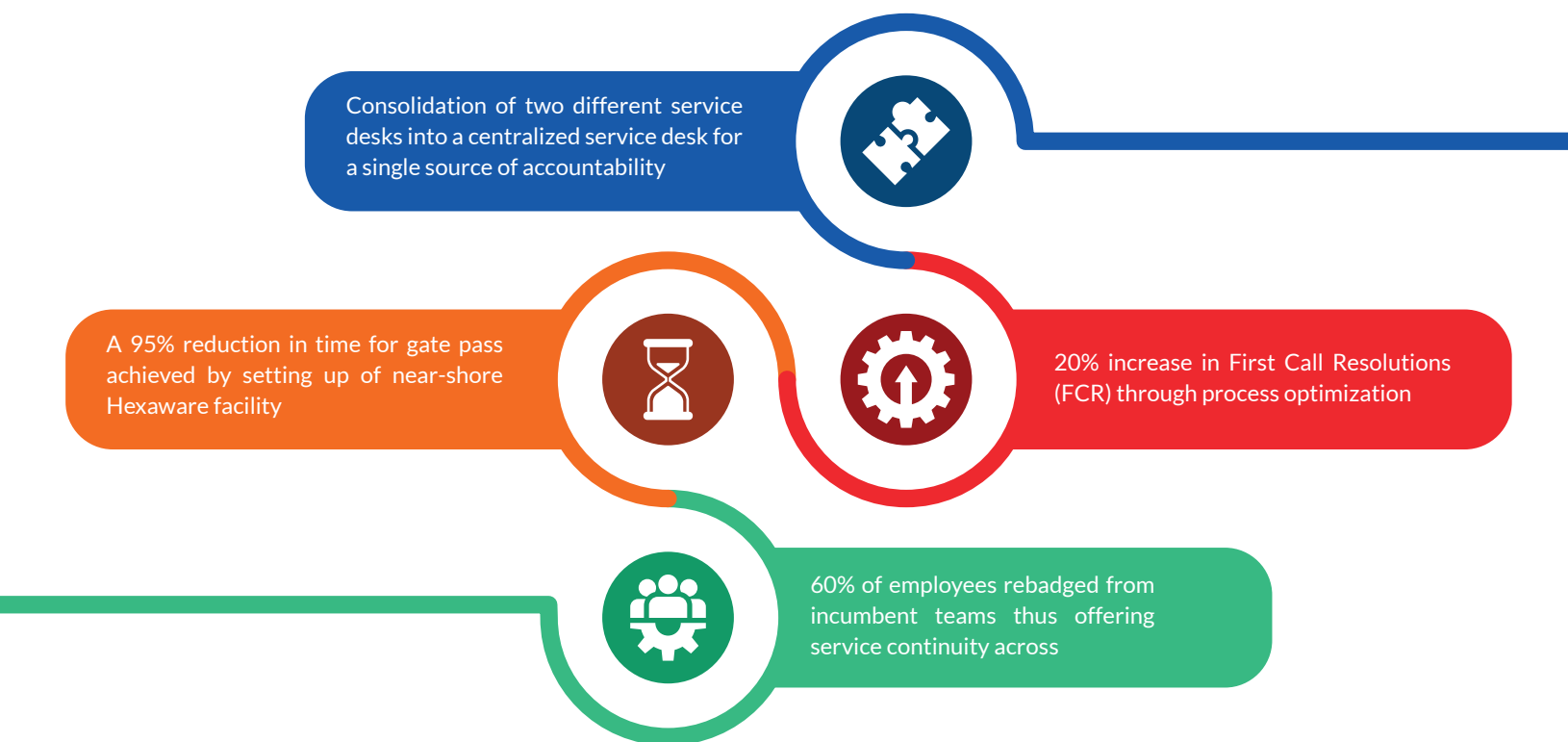
Digital Services Hub – for a single point of accountability



Process efficiency – through SOPs and improved FCR



## Business Benefits Achieved



Additionally, better documentation of SOPs, improved call support and newly introduced IVR based resolutions integrated with CSAT model solutions from Hexaware helped the client boost customer experience with service satisfaction. Digital features and automation brought down manual intervention greatly for a major reduction in manual efforts. Overall the client was able to achieve optimal efficiency, better process management, operational optimization and save upon time and efforts after implementation of digital workplace solutions.

## 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<sup>®</sup>, CLOUDIFY EVERYTHING<sup>®</sup>, TRANSFORM CUSTOMER EXPERIENCES<sup>®</sup>:'

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.