



Press Release

## Hexaware Technologies Featured Among Top 25 Case Studies in New ISG Book on Digital Excellence

**Mumbai, June 17, 2020** – Hexaware Technologies, one of the fastest growing next-generation provider of IT, BPO and Consulting Services, today announced it has been recognized by Information Services Group (ISG), a leading global technology research and advisory firm, for its role in one of the top 25 examples of digital transformation in the past year, as featured in the newly published ISG book, *Scaling Digital: 25 Stories of Innovation*.

Air Canada partnered with Hexaware on the digital transformation initiative to replace IBM TPF PSS applications with products from the Amadeus Altéa suite in the digital assurance space. The key objective was to ensure safe, secure, and reliable operations during transition. The scope involved implementing approximately 182 applications and products, including 23 Amadeus products to be integrated with 24 other applications while following an aggressive timeline. The engagement also included designing, developing, and implementing nine new applications, integrating 57 of the impacted applications with the new ecosystem, and providing rollout support and customer service desk support.

Air Canada believes no other airline ever attempted to replace its reservation, inventory, and departure control systems within a 24-month timeline period. After co-creating and executing 70,000 functional and technical test cases in 18 months, rehearsals at more than 130 airports, 2,000 check-in scenarios, 4,500 airport kiosks, over 10,000 workstations and 122 flight departures, Air Canada was ready to move the system into production. The real challenge was ensuring that all the critical systems required to keep airline operations functional were not affected during the 12-hour transition.

Implementation day saw 100 percent on-time flight departures on the new PSS. It has given Air Canada a competitive edge. Some of the key tangible outcomes include:

- Reusable digital assets resulting in 35 percent increased productivity.
- 30 percent faster time to market for new features.
- 50 percent faster onboarding for new Air Canada employees.
- Substantial revenue uplift on an annual basis.

Talking about this "Digital Transformation Program", **Eswar Venkatachalam, Senior Vice President & Global Head - Travel & Transportation Industry** said, "Time-tested knowledge of the airline/airport domains blended with our proven capabilities of Digital Assurance (Product Validation) and automation to transform Air Canada's legacy Passenger Services System into a truly trailblazing process. The aggressive timeline greatly aided in ensuring both productivity and creativity in the spirit of Hexaware's Agile Development methodology. In all, Hexaware can assist organizations looking for revolutionary transformation programs with our Digital Leap-frogging service offerings."

*Scaling Digital: 25 Stories of Innovation* is the product of a rigorous examination of a significant number of digital case studies submitted by the provider community. ISG evaluated each case study by interviewing the customers involved, assessing the impact of each transformation on the customer's



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business and indexing ISG's evaluation criteria to determine the top 25 case studies that would be published in the book.

"ISG selected Hexaware Technologies as among the best of the best on the basis of the strong partnership between Hexaware and their customer Air Canada and the impactful digital transformation they achieved together," said **Paul Reynolds, Partner and Chief Research Officer, ISG**. "Through their innovative execution, application of cutting-edge digital technologies and overall commitment to excellence, Hexaware Technologies and Air Canada achieved impressive, tangible business results."

Each of the digital transformation case studies published in the book was evaluated based on the following criteria:

- **Uniqueness:** The provider's ability to help its clients think beyond the obvious in digital transformation and design the abstract.
- **Complexity:** Obtaining success while driving the design and delivery of complex digital solutions.
- **Impact:** The net business impact the transformation delivered to the end client.
- **Commitment to Client Success:** The provider's commitment to the success of its clients, as demonstrated through flexibility, collaboration, investments or commercial innovations.

To view Hexaware's digital case study from *Scaling Digital: 25 Stories of Innovation* visit <https://hexaware.com/resource/hexaware-featured-among-top-25-case-studies-in-new-isg-book-on-digital-excellence/>

#### **About ISG**

ISG (Information Services Group) is a leading global technology research and advisory firm. A trusted business partner to approximately 700 clients, including more than 75 of the world's top 100 enterprises, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Conn., ISG employs approximately 1,300 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data. For more information, visit [www.isg-one.com](http://www.isg-one.com).

#### **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



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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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