



Press Release

Hexaware's Unified Teams Bot COCO is Now Available on Microsoft AppSource

Mumbai, Maharashtra, India — September, 2020 — Hexaware Technologies Limited, a leading global IT consulting and digital solutions provider, today announced the availability of [*COCO – The Unified Teams Bot*](#) for Microsoft Teams on <https://appsource.microsoft.com/en-US/>, an online cloud marketplace providing tailored line-of-business solutions.

Hexaware, a Microsoft Gold Partner, offers differentiated offerings across the Microsoft cloud ecosystem. With an experience-focused and customer-centric business model, Hexaware helps companies across industries achieve digital leapfrogging, build touchless and immersive experiences, and engage customers and employees—anywhere, anytime. Hexaware is now more focused than ever in helping customers adapt to the new realities brought on by the COVID-19 pandemic and creating sustainable roadmaps to succeed and scale in evolved markets of the future.

COCO – The Unified Teams Bot is a step in that direction, enabling remote workforces with improved experiences and functionalities for a smooth return to the workplace, as and when that happens. Employees can chat with COCO, straight from their Teams app on desktop or mobile devices, to access information and interact with key business functions like ERP, CRM, service desk, or any other enterprise system through a unified, simple, and conversational interface. COCO integrates with multiple backend systems to provide a single interface and improves employee productivity by reducing context switching.

COCO enables intuitive user journeys on a single-window chat interface for multiple employee touchpoints, leading to vastly improved employee experience, noticeable increase in adoption of Teams in an organization, and significant time savings.

“Delivering employee concierge services through a human BOT will improve satisfaction and loyalty for employees working remotely. Hexaware has launched COCO to meet this need as organizations have moved employees to work from home,” said Rupesh Mithani, Senior Vice President, Transform Customer Experiences Practice, Hexaware Technologies. “The BOT comes with prebuilt experiences to allow organizations to reopen while keeping employee health at the center. We are very excited for this launch, which allows us to help clients serve their single largest investment—employees.”

Toby Bowers, General Manager, Business Applications Group, Microsoft Corp. said, “We’re excited to welcome Hexaware Technologies to Microsoft AppSource, which gives our customers access to the best solutions available from our extensive partner ecosystem. Microsoft AppSource offers partner solutions such as COCO – The Unified Teams Bot from Hexaware Technologies to help customers meet their needs faster.”



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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 COCO at <https://hexaware.com/coco-microsoft-teams-bot/>

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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