



HEXWARE Banking Business Process Services

Aligned to Your Path of Eternal Change

www.hexaware.com

Where Banks are Headed to

Today the Banks are busy catching up with an ever-changing landscape of technological innovation and customer preferences. Threat posed by FinTech firms, increasing cost of capital, persistent low interest, stricter regulatory compliance requirements, rising customer expectations are a few things that keep the banks busy.

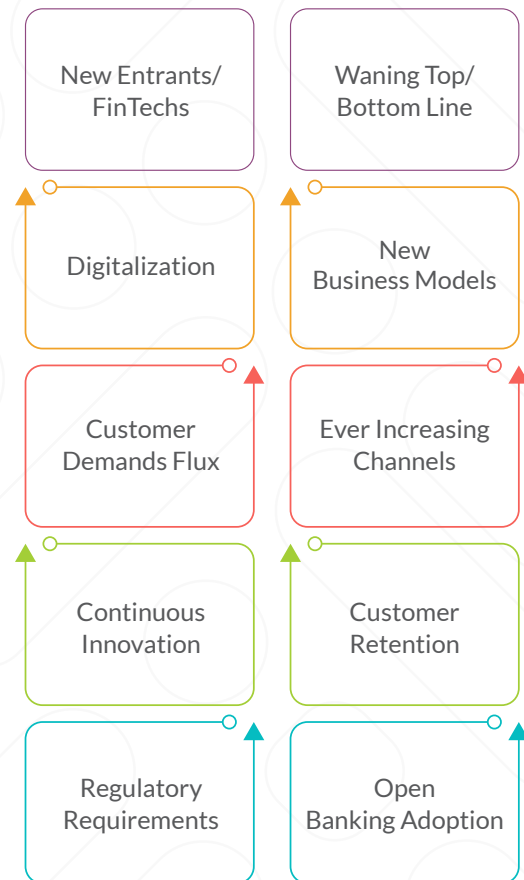
While the customer is spoilt for choice, banks are busy inventing ways to retain the customers. While the Gen Ys and Gen Zs prefer digital, Gen X and Baby Boomers are still hooked to branch banking & humans over the phone. Banks need to strike a balance, keep pace with innovation and control cost.

Moreover, banks gradual movement to “Open Banking” will pose challenges not yet discovered. Amidst all this, last thing a bank wants is a partner that operates in silos, unaligned with bank’s immediate and future needs and pursuits.

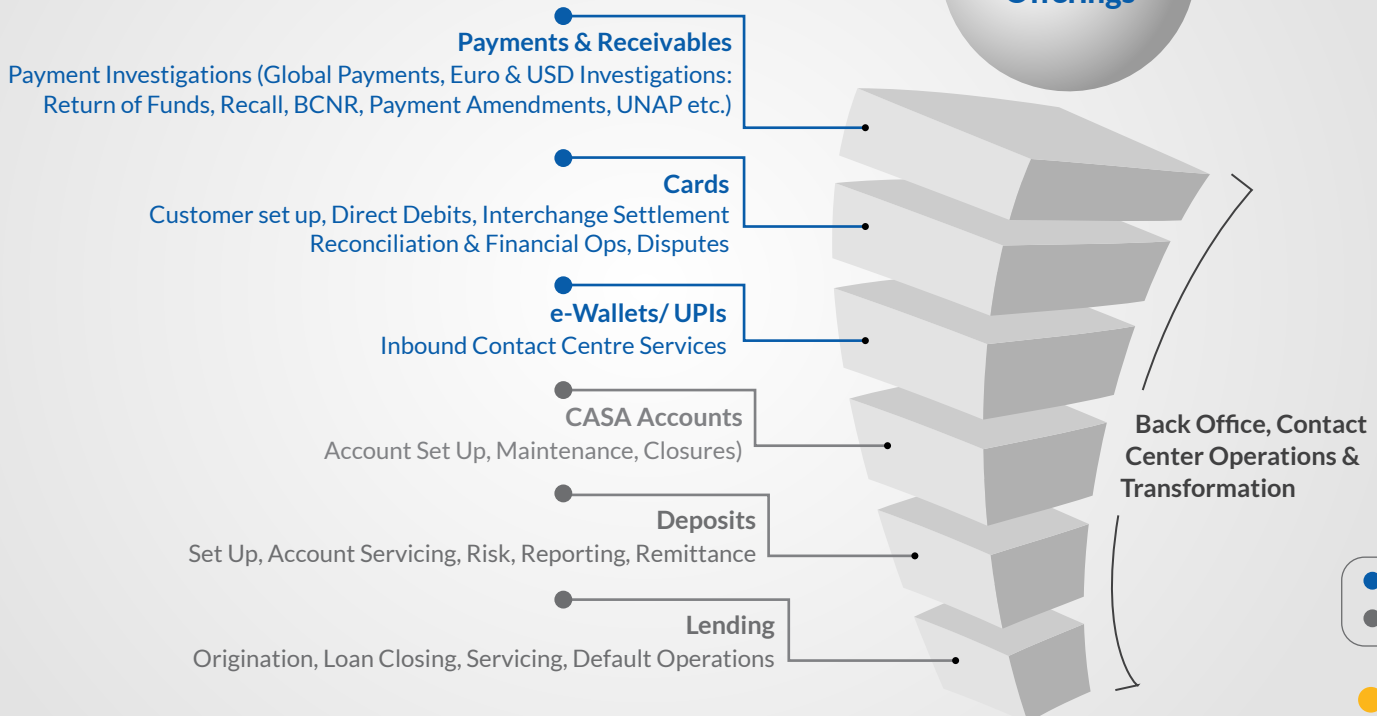
How we Help

We understand your needs of tech led transformation, adoption of new channels, regulatory compliances and cost control and offer futuristic back and front office services in banking leveraging RPA, ML, AI, NLP, Computer vision, conversational AI, Omni Channel solutions and skilled human workers, to deliver enriched end customer experience, customer retention, significant cost optimization and above all augmentation of revenue with reduction of revenue leakage.

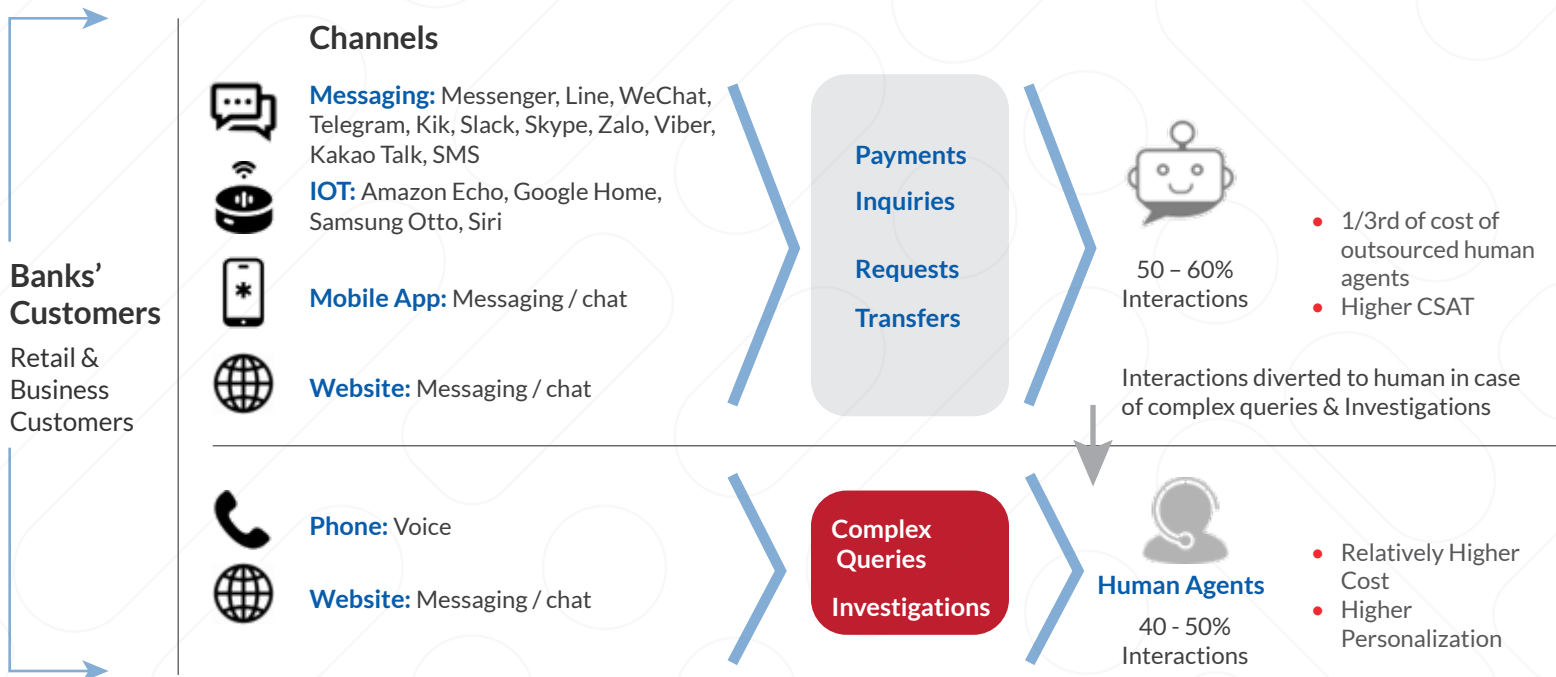
Bank’s Key Challenges



Our Strengths/ Offerings

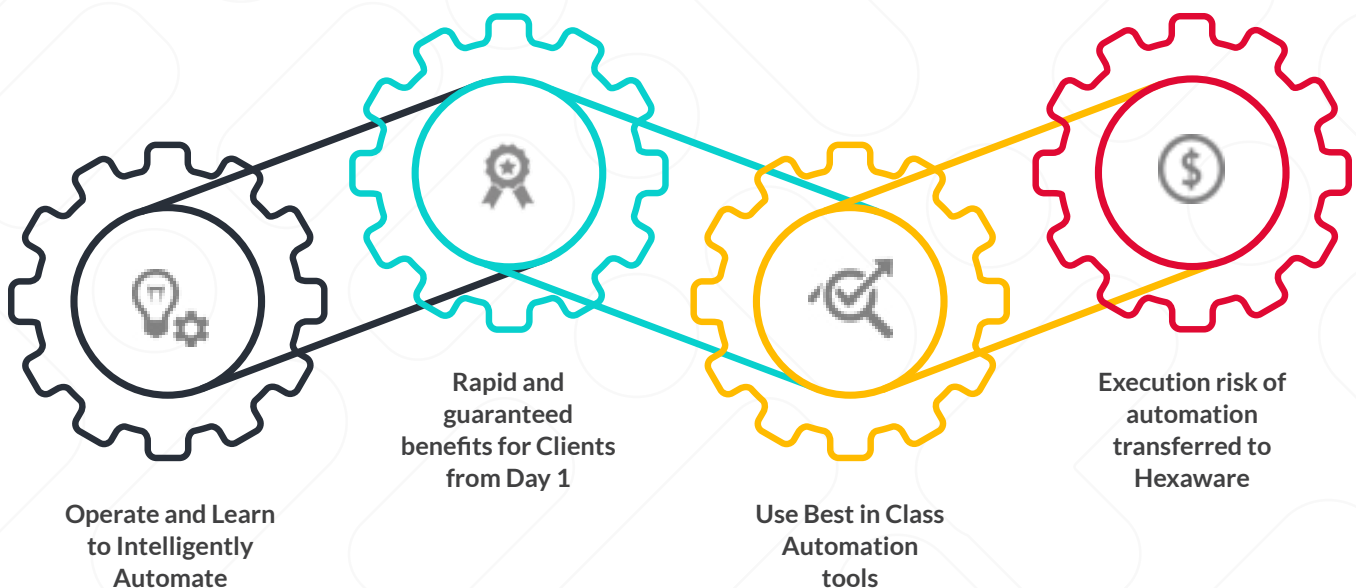


Contact Centre Transformation Across Banking – Our Solution



Engagement Model

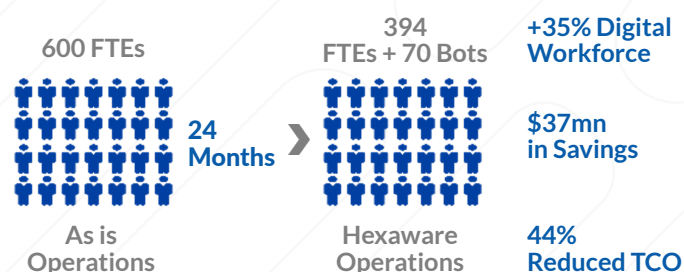
Termed as Digital Managed Services (DMS), our engagement model aims to deliver maximal digitalization / automation benefits to our customers when they outsource back office / front office operations to us. We run client operations, simultaneously automate, thereby reaching end state of optimal automation within close to a year. We underwrite the proposed automation benefits, offering day 1 savings equivalent to end state savings.



Success Stories

True Digital Transformation for a Top 5 Global Bank:

- Robust Operations Delivery powered by Matured Intelligent Automation
- Scope: Payment Investigations, Commercial Card Operations



Contact Centre Services for a Leading Payment System and Digital Wallet:

- Inbound Customer Service across voice, email and chat
- Outbound and Call Back Services
- Handling escalations and complaints through an L2 desk

24/7
Delivery of operations

18 – 20 K
Daily Volumes Serviced

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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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.