



Case Study

Healthcare

Touchless Transition - Enabling Resilience and Risk Mitigation to Ensure Safety and Good Clinical Practice (GCP)

The current unprecedented times have brought a transformation in the manner clinical trials need to be expedited to combat uncertainties and challenge and manage larger volumes of data faster.

Client Overview:

Our client, is an American multinational company serving the combined industries of health information technology and clinical research.

The Challenges - Overcoming Social Distancing Hurdles:

The principal challenges involved absolving traditional techniques for accelerating clinical activity using digital tools and virtualization while overcoming social distancing restrictions like:

- Increased demand for clinical trials and requirements called for scaling up of current operations to manage expectations
- Business continuity and faster ramp-up with existing partners became necessary to provide Tier 2 customer support for the Digital patient suite

This called for seamless transition management to implement digital solutions that optimized resources and delivered results faster.

Hexaware Scope:

The solution's scope consisted of providing L2 patient support services in a multi-faceted environment via calls/ email and chat on applications/ platforms supporting clinical trials.

Key Transition Requirements considered during the Initial Planning:

Few of the touchless transition innovations to address the challenges are:

- "Train the team "approach for seamless knowledge transfer
- IT hardware provided by the client as per the agreed work from home delivery model

The Transition approach deployed is as follows:

- We considered a unique touchless approach to transition
- Experienced staff with clinical trial experience were sourced and hired remotely
- Process training was planned in the office for effective knowledge transfer, effective governance and delivery execution was from home, post-go-live.
- The first batch was trained remotely by the client and Hexaware managed subsequent ramps.



Results:

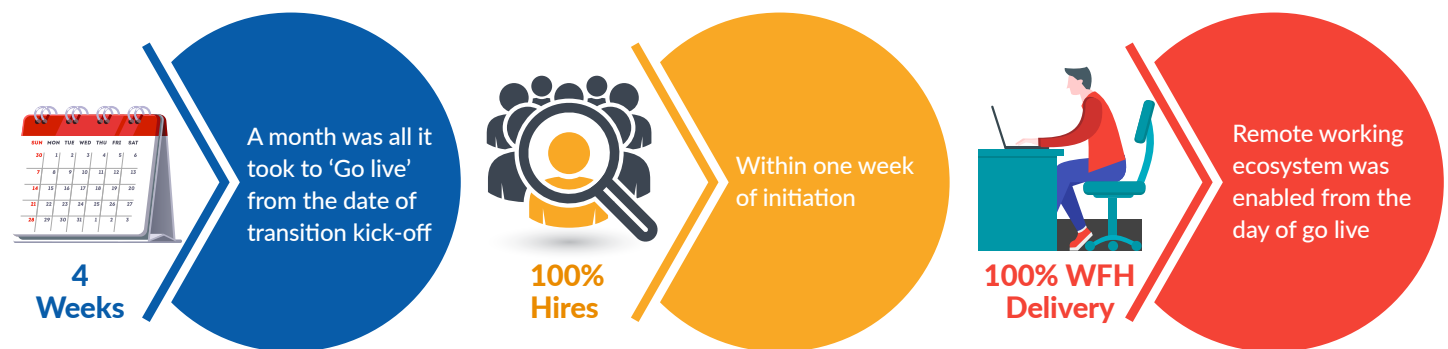
Touchless Innovations in Transition Management

Providing an end-to-end touchless experience was our endeavor for meeting aggressive timelines in the current scenario.

Touchless transition highlights:

- **Screening and onboarding in 1 week:** 12 qualified clinical experience staff including 1 nurse, were hired and onboarded remotely within one week of initiation
- **Seamless training:** Training for the team was conducted remotely by a client trainer, thus maintaining the social distancing norms
- **Certification:** 100% throughput from the training
- **Early go live:** Achieved go live two days earlier than the initially planned date
- **Volume Management:** 100% of volumes allocated was managed by Hexaware successfully from day 1 of go live

Key Achievements:



At Hexaware, we specialize in automation and technology-enabled solutions like the unique **Touchless Transition Approach** that helps optimize resources.

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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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.