



Hexaware's 6-point action plan to enable Finance Transformation for organizations moving to S/4 HANA

Business process transformation

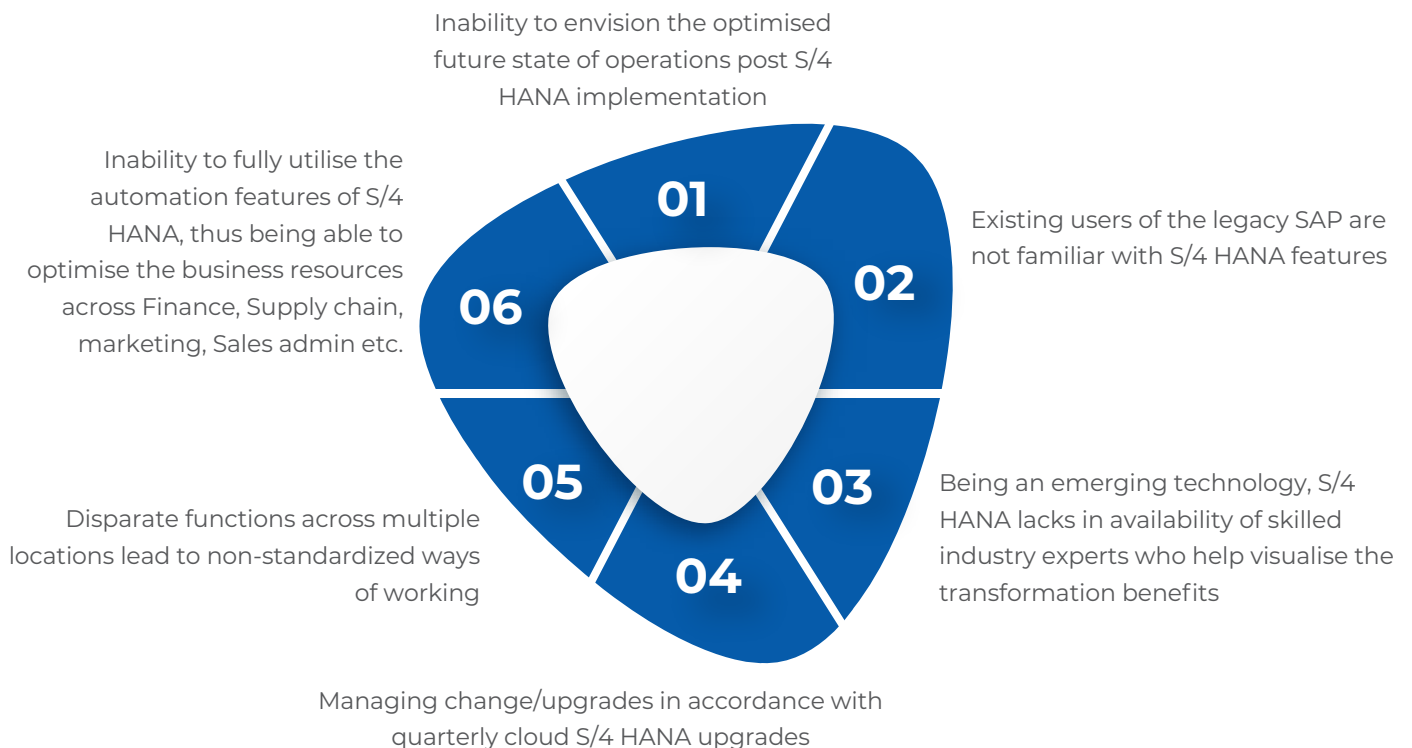
www.hexaware.com

With the upcoming deadline ending support for the existing SAP ERP versions in 2027, SAP customers across the globe are actively exploring their options for making the move to SAP S/4 HANA and realising the benefits of its transformation capabilities. CFOs who have already embarked on this journey are understanding that reaching the end of the tunnel is a bit of a bumpy ride.

While this decision is a watershed moment for many SAP customers, factors like competitive risk, degree of growth and business complexity that comes with migration, quality of current SAP installation and other enterprise systems and data quality will determine the decision to move.

Once the decision is made for migration to S/4 HANA– the next milestone is for finance and IT leadership team to understand the resultant challenges and actual benefits and RoI that can be realised. In our experience, CFO's are facing the following challenges from a finance operations transformation standpoint during the migration.

Why modern day CFOs are not able to realize the benefits despite moving to S/4 HANA?



Hexaware is working grounds up to ensure that they effectively recoup the benefits promised by migration. We are assisting SSC's using levers of design thinking, automation led transformation, efficient migration to S4 HANA and levers of vendor consolidation through a 6 STEP approach shared with you below.

The 6 step journey to a desired target state for SSC's



S/4HANA Consulting

Induct S/4HANA SMEs for the program who will help you uncover S/4HANA best practices, visualize the to-be-state with clarity and adjudge your S/4HANA migration progress effectively

01

02

SSC & TOM Design

Assist in drawing out the target operating model, to-be-state maps on S/4HANA and allied ecosystem. Design & plan out SSC, which will coincide with your cutover to S/4HANA

Automation

Plug the technology gaps complementing your S/4HANA ecosystem with Hexaware's intelligent automation interventions and best in class tools

03

04

Business Case

Create and commit to a business case leveraging your investment in S/4HANA ecosystem & Hexaware plugged in interventions

Committed upfront and Day 1 savings with Hexaware's DMS model that helps gain upto 60% benefits.

SSC delivery and transformation

Cutover to an outsourced SSC coinciding with your S/4HANA Go-live to run and transform the proposed SSC per roadmap.

Help in S/4HANA UAT and maintenance-support in the post migration phase

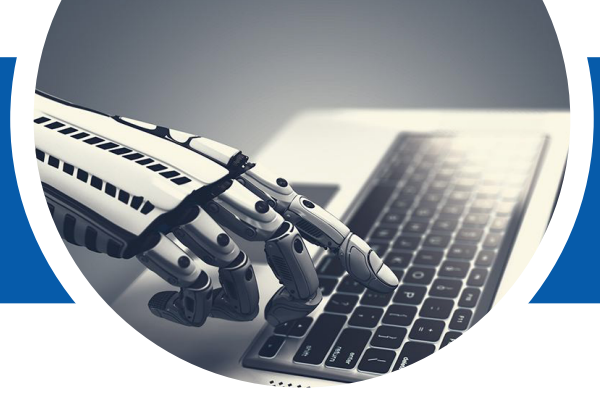
05

06

Change Management

Work with you on quarterly S/4 HANA cloud upgrade and make necessary amendments to the process documentation, process automation, etc.

Hexaware's TENSAI leverages our Intelligent Automation assets for S/4 HANA transformation initiatives to further improve efficiency



1 Procure to Pay

- Vendor portal
- Vendor statement reconciliations bot
- Dynamic discounting
- Vendor setup & maintenance bot
- Vendor / employee query- chat / email bot
- Payment proposal bot
- Sending remittance advice bot
- Invoice posting bot
- Vendor statement reconciliations bot

2 Order to Cash

- Auto cash application & deductions
- Auto credit & collections
- Electronic invoice presentment & payment
- Order setup bot
- Order query chat bot
- Invoicing / billing bot
- Cash application bot
- Customer setup & maintenance bot
- Time sheet correction bot

3 Record to Report

- Bank reconciliations & exceptions clearing bot
- Clearing bot
- Intercompany balancing bot
- Input file conversion for ERP upload bot
- Upload bot
- Payroll to accounting bot
- Journal file upload bot
- Metrics reporting bot

4 FP&A

- Analytics & reporting platform
- Out-of-the-box & customizable management reporting
- Budgeting & forecasting platform

PARTNERSHIPS

TRADESHIFT

Tagetik

RECONART
zero compromise

medius

BLACKLINE

highradius
Receivables. Payments.

trintech

taulia

ORACLE
EPM

ESKER

board

WAXX DIGITAL

Ensure a positive change across all Finance metrics.



Source to Pay

| | | |
|--------------------------------------------|---------------------------------|----------------------------------------------------------|
| Hold / Exceptions / Vendor Query Reduction | Vendor Satisfaction Improvement | Improve Invoice posting cycle time & vendor satisfaction |
| Duplicate Payment Reduction | DPO Optimization | Unallocated Payment Reduction |
| AP Debit Balance Recovery | Enhanced Discounts Realization | Order Cycle Time Reduction |
| Maverick Spend Reduction | Vendor Rationalization | |

Order to cash

| | | |
|---------------------------------|--------------------------------------------------|--------------------------------------|
| DSO Reduction | Reduced Customer Queries | Discount Maximization |
| Cash Conversion cycle reduction | Improved collections prioritization & recoveries | Invoicing TAT & Accuracy Improvement |

Record to Report

| | | |
|--------------------------------|----------------------------------------|---------------------------|
| Reduced Manual Journal Entries | Reduced Time to Close | Reduced Tax Discrepancies |
| On Time & Accurate Filings | Real time visibility for closing tasks | Variances Reduction |

Hexaware's Finance and Accounting Transformation Capability

Consistently delivered shared service operations transformation for Global brands



40mn+
annual client transactions

19
currencies currently being processed

5000+
process maps created on bpm tool

15Mn+
invoices processed annually

150K
vendors across geographies

250K
hours of transformation working

Practical insights from the transformation journey of a customer of ours



Scope: Finance & Sales Admin process – Procure to Pay, Order to Cash, Record to Report, Project Acct, Revenue Acct, Cost Acct, Budgeting & Forecasting, External Reporting, External Audit Support, Sales Administration

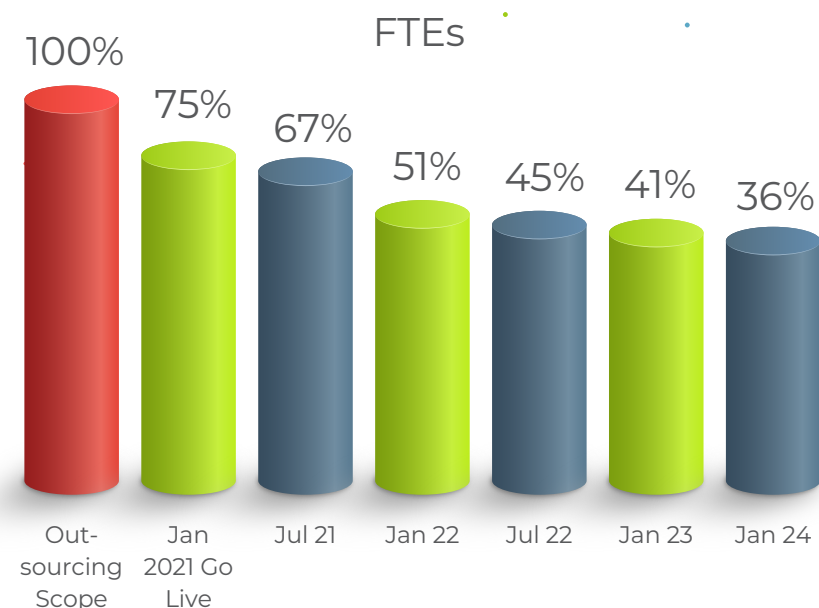
Business Challenges

- Decentralized, manual processes on legacy SAP R3, across 11 countries
- No single source of truth, limited real time financial data and analytics
- Excess costs incurred for financial operations due to manual and country specific processes and people
- Scattered processes across functions with nil documentation

Proposed Solution Highlights

- Flexible approach to setup and run Finance SSC alongside client's greenfield S/4HANA Cloud transformation program
- Consulting on S/4HANA led to-be state and to-be state maps design
- Commitment of productivity saves considering S/4HANA functionalities and SAP cloud applications ecosystem
- Optimal Automation with RPA and industry leading tools
- Multiple language support (English, German, Italian, Portuguese, Polish, French, Russian, Czech, Spanish)
- Right shore delivery - a mix of offshore–near shore delivery model

Committed Benefits



Numbers to percentages

50% reduction in AHT across multiple process

99% Accuracy level

75% Reduction in Total cost of ownership

60% Reduction in manual efforts

Consistent performance in delivery of shared service operations transformation for global brands

Hexaware's finance transformation, HRO & SAP credentials acknowledgement



*ISG Provider Lens™

Leader in the **Automation Archetype for Finance Automation & Rising Star for overall Finance and Accounting services** - 2020

*ISG Provider Lens™

Named as US and UK Leader in the **ISG Provider Lens™ SAP HANA and Leonardo Ecosystem Partners** - 2020

*ISG®

Hexaware positioned as **Leader in Managed Application Services** for SAP ERP Quadrant U.K, 2020

Gartner®

Strong Player for **HCM Migrations to SuccessFactors** - Gartner's SuccessFactors Market Guide 2020

Everest Group®

Placed as a Major Contender within Everest Peak Matrix, 2019 for **Multi Process Human Resource Outsourcing**

*ISG®

Widely acclaimed Hexaware's **Triadic Framework for SAP S/4HANA Transformations**

*ISG®

Hexaware termed as **"Digital David"**

NelsonHall

Leaders Nelson Hall NEAT Vendor Evaluation for **'RPA & AI'**



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 Hexaware at <https://www.hexaware.com>

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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.