



Case Study

Manufacturing & Consumer

Effective service communication for enhanced customer experience

The Client

Our client is a global front runner in plant projects; design, development and installation of heavy equipment; and technology-driven services for the sustainable use of natural resources. With operations spread across America, Europe, Asia Pacific, Africa and the Middle East, their comprehensive offerings help create lasting business value for customers in the mining, metal and chemical industries.

Business Challenges

The client was facing challenges in maximizing the effectiveness of their field services due to unstructured updates and delayed service request responses, which led to discontent in customers. To offset these challenges the client was looking for a solution that could:

01

Ensure a simplified and efficient approach to field service



02

Empower field technicians with real time insights and timely updates



03

Enable effective service communication for enhanced customer experience



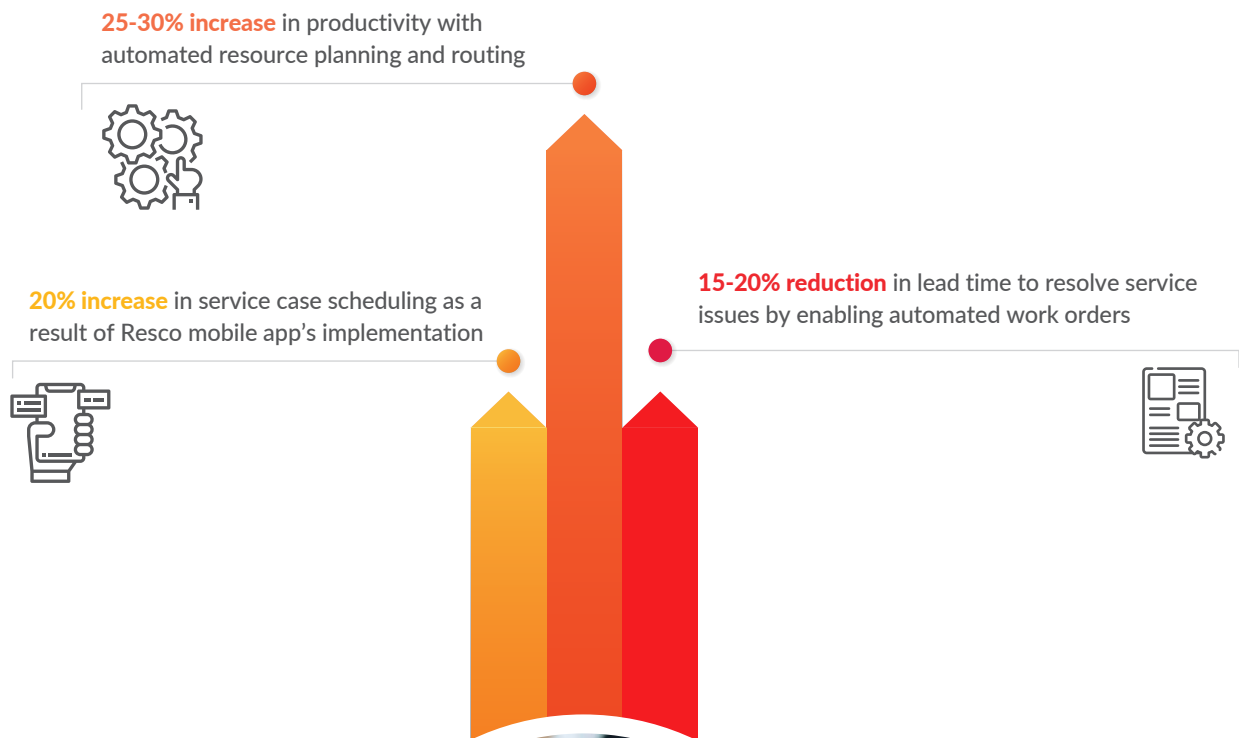
Hexaware's Solution

Hexaware's solution involved optimizing the client's application usability and service turnaround time for efficient operations and processes by implementing MS Dynamics 365 Field Service. The solution roadmap comprised:

- Implementing the Field Service solution for significant improvement in first-time fix rate, equipment uptime and asset performance while providing a unified field experience
- Extending Field Services and operations support to representatives with the use of a mobile application that enables quicker support and better accessibility
- Enabling efficient application support for Dynamics 365 Sales service, Field service, Project service and the Dynamics portal for efficient operations
- Ensuring responsive and precise resolutions for service requests using Next Best Action Analytics

The Business Benefits

Hexaware helped the client improve their existing service operations and support processes. The business benefits include:



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.

