



Case Study

Manufacturing & Consumer

Enabling efficient end-to-end aftersales capabilities with Salesforce Service Cloud

About the Client

The client is a leading PV Solar Solutions Provider that operates many of the world's largest grid-connected PV power plants and offers reliable, dependable and cost-effective solutions across the entire solar value chain.

Business Challenges

The client's existing warranty system was legacy and could not scale up nor execute timely warranty claims. This impeded accurate financial tracking and reporting. The limitations of the current system forced highly manual workarounds for even routine tasks. The client was looking at implementing Salesforce's Service Cloud to automate the service processes, streamline workflows and manage their end-to-end sales processes efficiently. The desired objective was to track warranty spends and claims better, improve data accuracy and reporting, ensure support of the field teams and facilitate customer self-service.

Hexaware's Approach

Hexaware replaced the existing Tavant implementation for managing customer data, site registrations, claims and remediation with Salesforce modules as part of the implementation.

The proposed solution roadmap:

Enabled management of single account definitions by leveraging the Salesforce account hierarchy to create relationships using the parent account

Involved SAP ERP integration with Salesforce that enabled pre-registration of the site using the SAP contract/order and actual shipment information

Facilitated online work orders and service appointment requests, field service technician appointments and views for equipment ownership

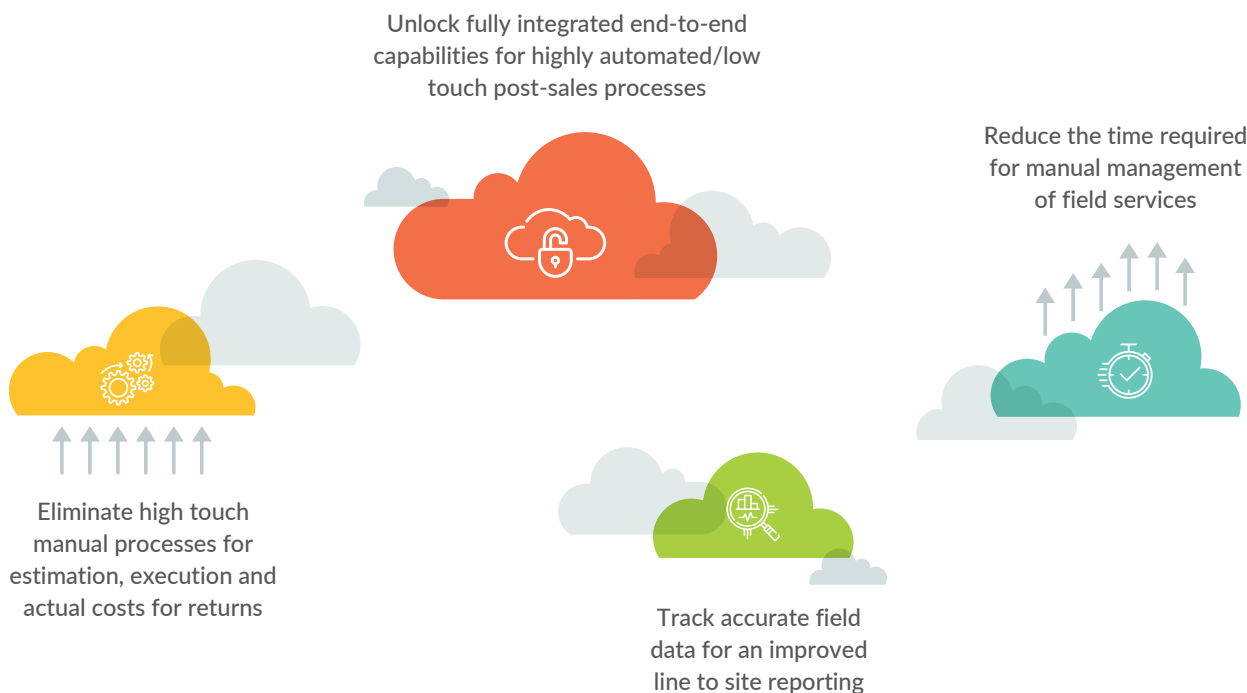
Initiated proactive equipment's scheduled maintenance and repair

Supported 70,000+ warranty transactions annually



The Benefits

Hexaware's implementation of Salesforce service cloud helped implement a flexible field service solution that enabled the client to



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.

NA Headquarters

Metro 101, Suite 600,101
Wood Avenue South, Iselin,
New Jersey - 08830
Tel: +001-609-409-6950
Fax: +001-609-409-6910

India Headquarters

152, Sector - 3
Millennium Business Park
'A' Block, TTC Industrial Area
Mahape, Navi Mumbai - 400 710
Tel : +91-22-67919595
Fax : +91-22-67919500

EU Headquarters

Level 19, 40 Bank Street,
Canary Wharf,
London - E14 5NR
Tel: +44-020-77154100
Fax: +44-020-77154101

APAC Headquarters

#09-01, One Finlayson
Green, 1 Finlayson Green
Singapore-049246
Tel : +65-63253020
Fax : +65-6222728

Australia Headquarters

Level 3, 80 Mount St
North Sydney NSW
2060, Australia
Tel : +61 2 9089 8959
Fax : +61 2 9089 8989

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.