



Operations Transformation
That Gets You Ready
For Tomorrow, Today!

www.hexaware.com

Transform operations, improve process efficiency, reduce operational and total cost of ownership with Hexaware's Embrace

Hexaware's Business Process Transformation team recommends a holistic "Total Cost of Ownership" approach for transformation using hybrid (mix of top down & bottom up) strategy. As a strategic operations partner, we believe our experience and approach of digital transformation can help you optimize your business operations and reduce the total cost of ownership.



Time-tested approach to transformation

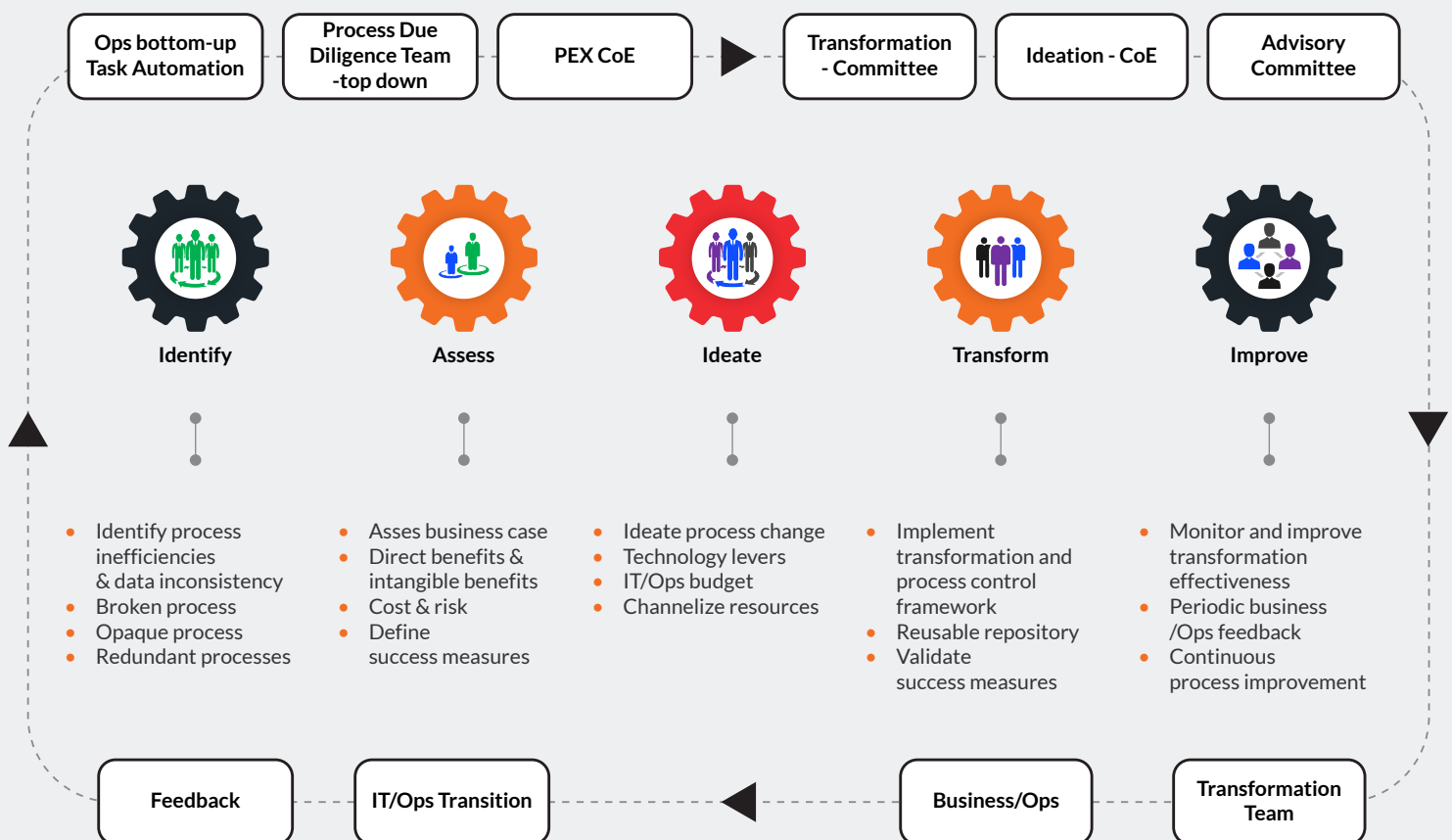
After identifying the direction to be taken for the organizational transformation, we use levers at every stage that helps graduate the process from Level 1 to Level 5. For an organization to mature wholly, each level has to be accomplished to move in succession.

Approach

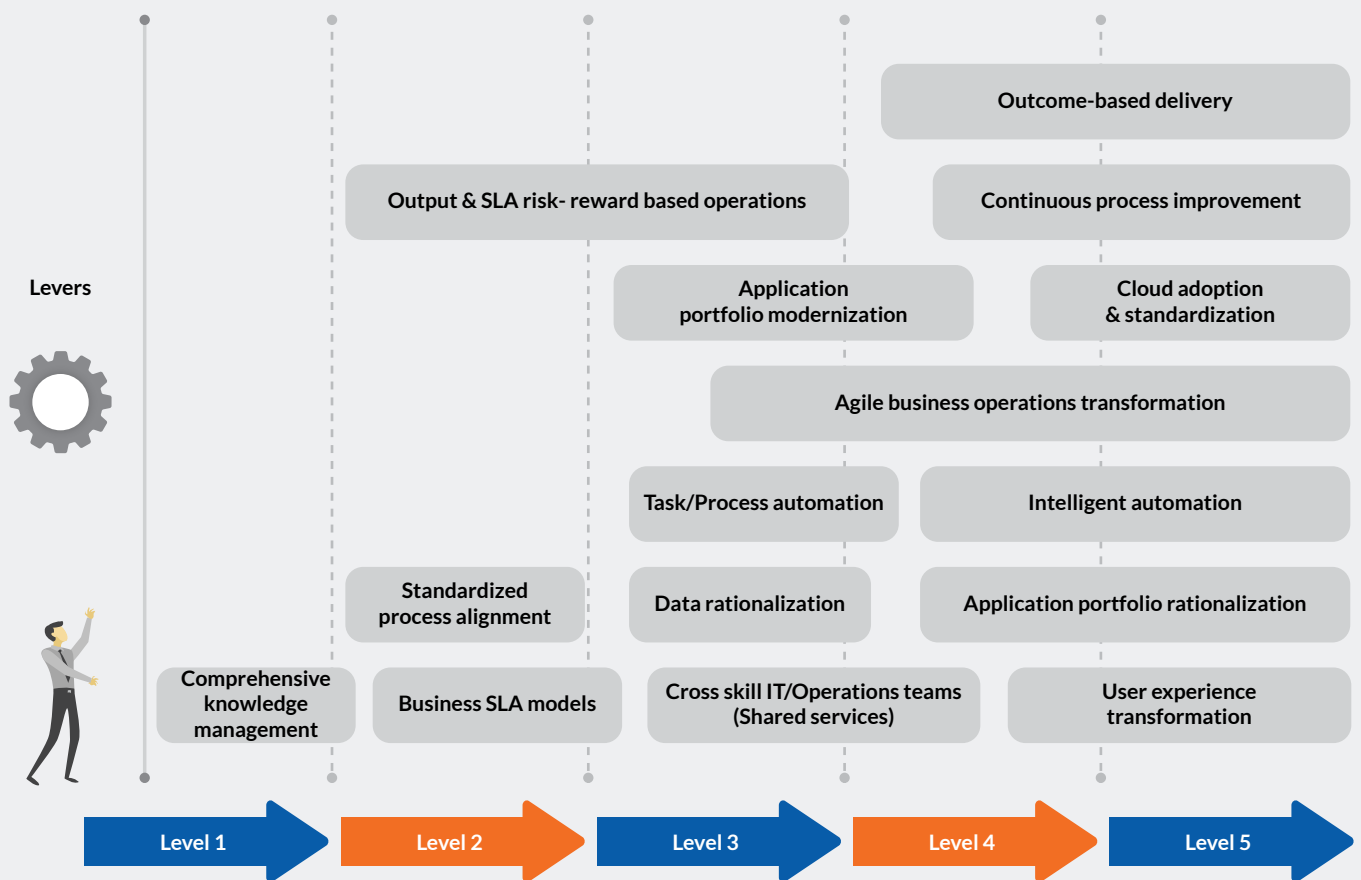
IT/Ops Synergy – Stakeholders & Approach

What is IT/Ops Synergy?

Holistic view of business operations & supporting systems for the efficiency improvement & reduction of cost of operations



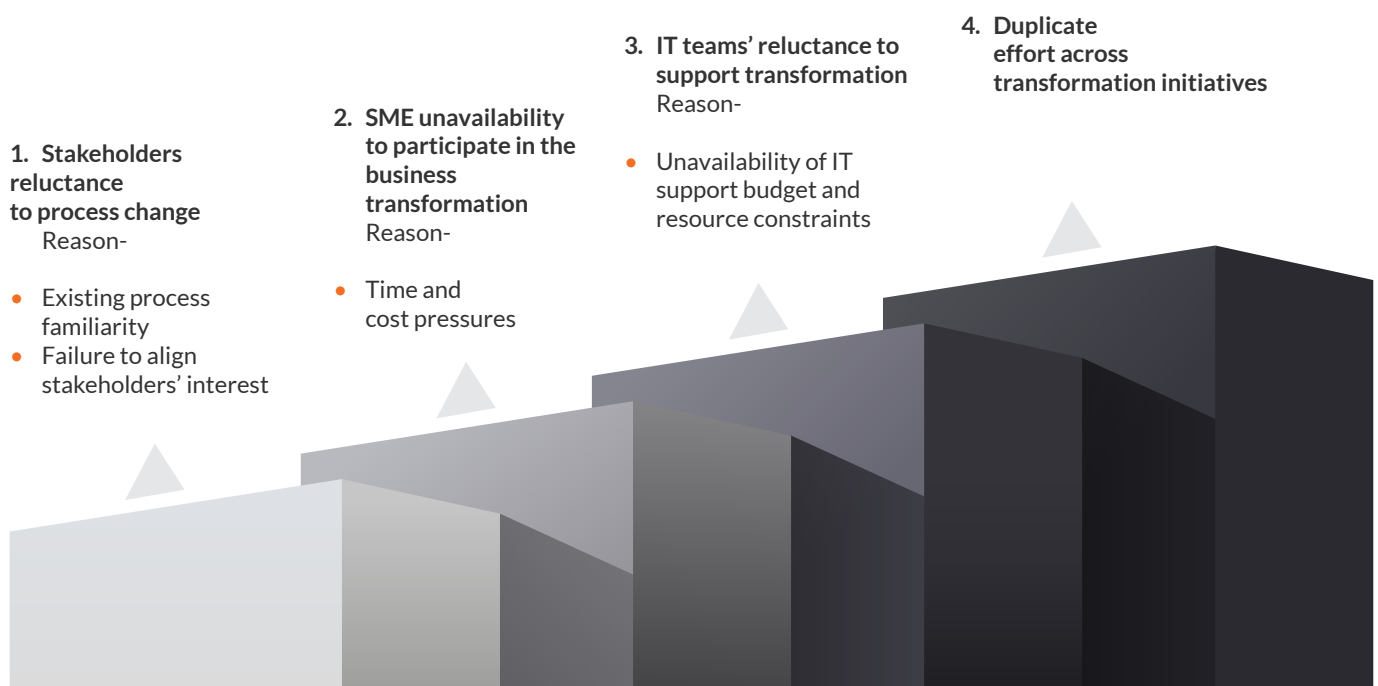
IT - Ops Synergy - Levers to reduce Total Cost of Ownership & improve operational efficiency



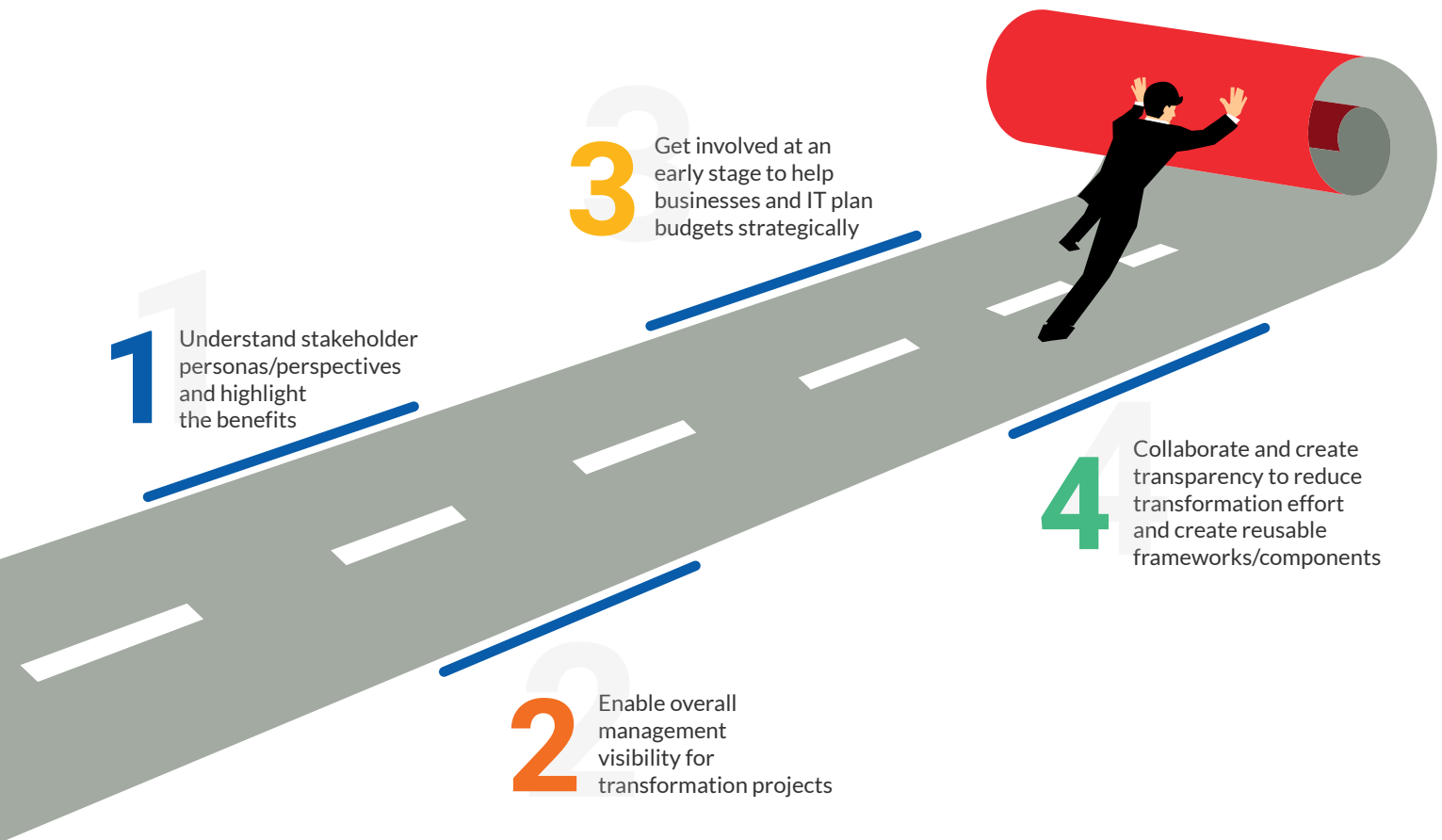
A bumpy road ahead- Operational Transformation Roadblocks

With the digital business constantly changing, it is imperative to adapt to the shifting customer demands and the operational requirements. To improve existing operations, it is necessary to identify the challenges faced by organizations and ways to mitigate them.

4 common challenges organizations face during operational transformation projects



How to eliminate the roadblocks and scale up operational transformation?



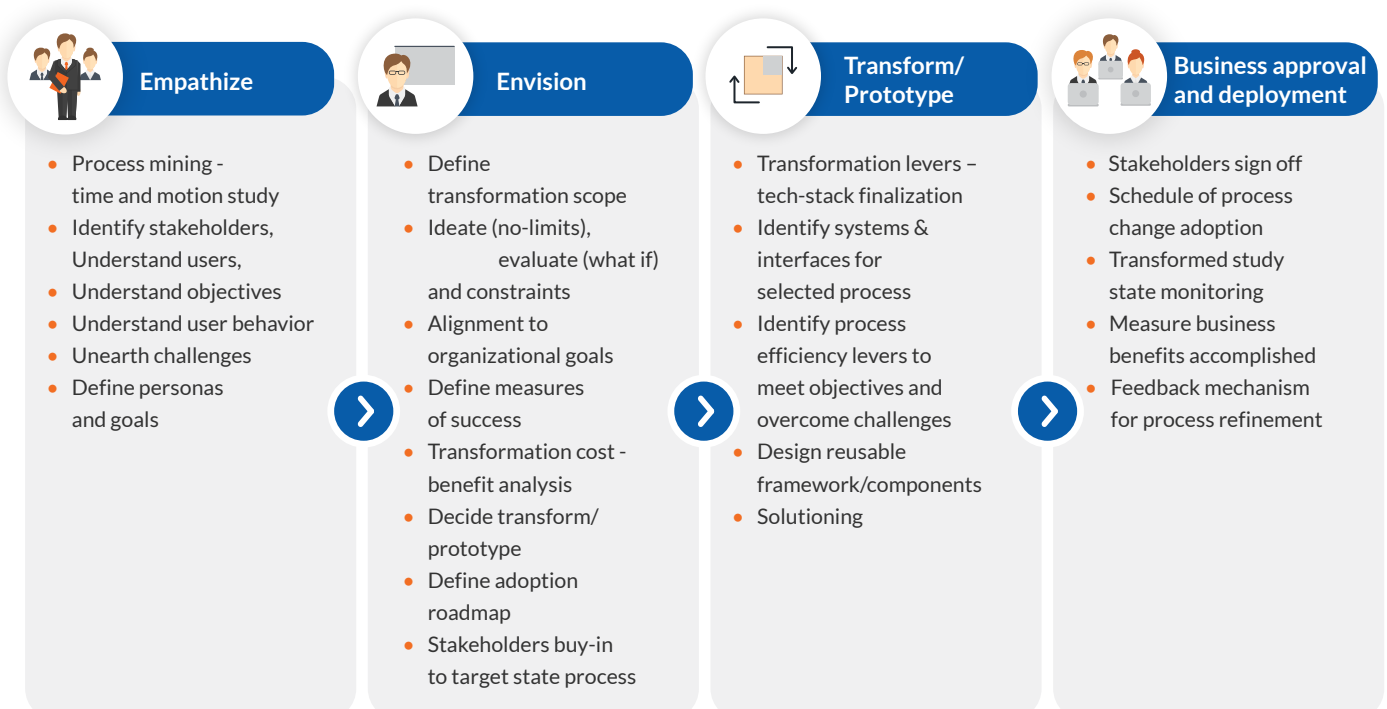
Transform your business operations seamlessly with Embrace

Our integrated framework **Embrace** provides a holistic transformation approach using design thinking principles to provide the highest straight-through processing with required checks and balances.

Benefits-

- Early identification and mitigation of persona-based behavioral challenges
- Near accurate prediction of dollar savings using time-tested platforms

Embrace operational transformation lifecycle



Future state design and roadmap

There is an existing challenge in the BPS world on operational transformation and the adoption of heavy FTE-based billing. We believe in providing quantifiable benefits to the client, and transformation is the way to go!

Hexaware's belief in the automation-first strategy will reap you benefits ahead of time and will also ensure the cost of operations to be brought down. In case you want to take over your operations, those benefits will be passed over to you, and you can manage the systems and operations seamlessly.

Numbers that matter-

Know how we enabled-



50%

FTE reduction
for a leading custodian



Over

30%

TCO savings for
an investment bank

About Author



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Bhupenkumar Panchal (aka Bhupen) is a Fintech & Transformation Director for Hexaware's Financial Services vertical. Bhupen is a techno-functional expert with 25 years of industry experience, predominantly working with the financial services client across the globe. He is a CFA- level 3 candidate with excellent understanding of the Capital Markets domain. He has donned the consulting hat with large Investment Banks, Asset Managers, Fund Managers, Transfer Agencies, Index Providers, Custodians, Private Wealth Managers, and Retail and Corporate Banks.

Bhupen created the Embrace framework for Business Process Transformation. He is actively engaged in transformation programs with several financial services clients. He brings a unique mix of functional domain and technology expertise, helping clients think through business process re-engineering, automation and transformation to be future-ready. He is always up-to-speed with the latest trends in the industry, a continuous learner. He has been a part of the advisory committee and transformation committee for several of Hexaware's financial services clients. He has ideated/transformed several business processes such as Client Invoicing, Expense Administration, Trade Management, Cash Management, Client Onboarding, Payment Investigation, Fraud and Dispute, Client Reporting and many more.

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. 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[®].' 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 <http://www.hexaware.com>

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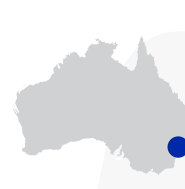
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Safe Harbor Statement

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.