



Case Study

ITO

Augmenting end-user experience by migrating to Windows Virtual Desktop

Hexaware's AMAZE® for Virtual Desktop platform offers automation-driven migration to clients that helps accelerate business functions and provides their employees the ability to work seamlessly from anywhere, using any device and any network.

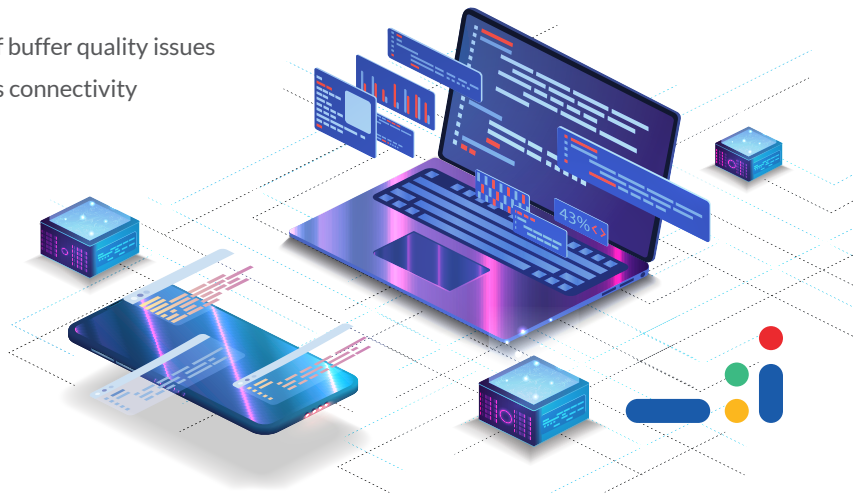
About the Client

Our client is one of the largest commercial real estate and finance groups, in the United States. The company specializes in creating, developing and operating member companies that provide real estate services and develops and operates real estate-related investment funds as well as businesses to support those efforts. With an employee strength of 1100+, the customer has a revenue of \$ 298 Million.

Business Challenge

The customer wanted to migrate from its existing on-premise VMWare VDI to a Cloud-based VDI service. The key challenges at the client's end included:

- Downgraded performance of on-premise VDI environment (VMWare Horizon) due to several challenges in the datacenter infrastructure
- Need to retire private cloud and decommission datacenters
- The client's environment had many complex user applications and a disjointed infrastructure which led to a poor user experience, especially during peak infra utilization period
- High provisioning time for new onboarders, which led to a lot of buffer quality issues
- Challenge of managing O365 app settings and LOB applications connectivity



The Solution

Hexaware entered this scenario and migrated around 200 users from VMWare on-premise to WVD -native, ensuring global availability. We provided a highly scalable and agile implementation, with lower provisioning time, making it easier for the users to onboard and offboard easily.

- Hexaware provided global availability of Windows Virtual Desktop powered by Azure
- Inbuilt security with reverse connect to airlock data for anywhere access with encrypted data in flight and at-rest while communicating securely with on-premise backed services
- Enhanced application support, image management, and containerized profiles for high-performing sessions
- Monitoring and logging for better analytics
- Integration with existing identity policies and data management

Business Benefits

Hexaware's solution leveraged the existing investments in Microsoft and workspace ecosystem and helped keeping end-users productive anywhere anytime. We also eliminated the trouble of managing and maintaining complex IT environments for them, thus allowing more time and value-add to core business operations.



Faster

- Agility and scalability helped faster onboarding and offboarding of end users
- 40-50% time savings against manual WVD implementation



Better

- Hexaware brought in more than 70% automation resulting in better quality of migration, utilizing home grown apps, products, and services in the best possible way



Cheaper

- Hexaware was able to cut down the overall cost of operations by around 50% for the organization.
- Saved time and cost associated with organizing controlled access for the contractors and special use cases

Hexaware enabled the client to find a solution that is future-ready, born in cloud with modern ecosystem friendliness and easy to adapt.

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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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.