



Automation-enabled workplace services for a leading electronics company

Our Customer

Our client is a leading multinational imaging and electronics company with the vision to enhance workplace experiences through innovation. We are engaged in providing services to their Americas Business Unit which has more than 24,000 users across the US, Canada and the LATAM region.



The Business Challenges

The client was running a distributed Service Desk using its workforce in the US and faced the following challenges:

- High operational cost
- Non-standard processes
- User dissatisfaction with the service desk responses and resolution times
- Lack of innovation
- Primarily phone based support only
- Missing synergies between Service Desk and their Deskside support teams



Our Solution

Leveraging a data-driven approach, Hexaware assessed their current operations, team structure, work efforts, and the nature of issues they received from their end-users. Hexaware helped them transform their end-user-facing operations by centralizing the Service Desk into one single team. The services were delivered from our nearshore delivery center and powered by Tensai IT automation platform, new-gen digital mediums like virtual agents (ChatBots), automated password reset, and other enhanced self-service mechanisms. We also helped them restructure their desktop support team to bring in much-needed synergies between the Service Desk and the Deskside support function, making the overall solution cost-effective and focused on the end-user experience.



The Business Benefits

Our automation-enabled workplace services helped our client enhance the experience of their end users while achieving cost savings. The client achieved the following benefits:

- 14% reduction in call volumes within the 1st year of operation as more issues were resolved through self-service and automation
- 20% increase in first call resolution
- 30% reduction in Total Cost of Operations (TCO) coupled with improved performance
- Superior user experience delivered through identified automation initiatives
- Increased efficiencies through automation and process streamlining
- Increase in overall customer satisfaction score for the client's IT organization



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.

