



Contact Centre Transformation Solution for an Employee Benefits firm

About the Client

- Leading Employee Benefits Company ranked #69 among Chicago's Largest Privately Held Companies in 2018
- ~800 Million-USD dollar firm with an employee count of 6,000+ worldwide

Business Challenges



The client's existing service desk was running on a legacy phone-based system that provided very limited flexibility. The wait times and call abandon rates were high leading to poor customer experience. The client had a very basic IVR with limited APIs for integrations. They had to maintain additional licenses to enable scalability during peak loads. Change management was a time-consuming process and IT-dependent. They were looking to reduce wait time, AHTs and increase their FCR while enhancing their customer experience.

Hexaware Solution

We leveraged our experienced professionals, standardized processes, and state-of-the-art tools to handle the complexity and follow a services optimization strategy for achieving this Contact Centre Transformation without any impact on day-to-day business. The journey was as under:



Hexaware helped migrate the Service Desk to Amazon Connect in less than 2 weeks with expedited onboarding of agents



Hexaware deployed the Agent Assist tool that automatically looked up KB articles and helped in increasing the First call resolution rate to a staggering 96%



Real-time transcription, sentiment view, and agent assist capabilities helped achieve consistent positive CSAT scores of over 95%



Hexaware helped reduce the ASA from over 6mins to under 45s



Hexaware Business Benefits

- 60% faster deployment and migration
- 40% improvement in overall Contact Center Metrics
- Inhouse developed CTI connector for ServiceNow with custom workflows for agents

Hexaware-AWS Joint Business Benefits

- 30% reduction in overall costs while introducing Next-Gen capabilities
- Cloud formation templates for expedited migrations

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.

