

# Modernizing a facilities service center **revolutionized the employee experience**



## Digital Case Study Awards 2022

Retail

Australia and New Zealand



### Opportunity

Woolworths owns and operates a chain of grocery stores in locations across Australia and New Zealand. They wanted to improve their operations and in-store employee experience, and, as a result, the customer experience. Their focus was on their store's maintenance processes.

Previously, the store's facility management service ops center ran on siloed systems. Their process often caused delays for employees waiting to get their equipment fixed. These slow times also negatively impacted the customer experience.

Woolworths partnered with Hexaware, drawn by the provider's retail experience, expertise with automation, and cloud-first culture.

### Imagining IT Differently

Hexaware took over end-to-end store operations services including support for a number of critical devices. Through this solution, Hexaware:

- Upgraded the automation framework by introducing bots like chatbot
- Established and operates a 24-hour, 7-days-a-week, support center for proactive monitoring and maintenance services.
- Built a fresh business process for many workflows, designed around employee needs.

Employee experience was an important part of this work, living up to Woolworth's corporate goals of a team-first environment.

### Future Made Possible

Hexaware's services solution translated into a streamlined, frictionless services system. The new process helped boost employee satisfaction scores by 40%, with staff attrition dropping significantly below industry averages.

According to ISG, this case study is an example of a provider's industry-specific expertise creating value in a transformation program.

