

HEXAWARE

Telecom Infrastructure Managed Services for a Leading US Telecom Infrastructure Company

Driving Long-Term IT Transformation
And Operational Continuity

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

A Global Telecom Infrastructure Company

The client is a global telecommunications infrastructure company that owns and manages tower infrastructure across multiple international markets.

The organization supports telecom service providers through tower leasing, infrastructure operations, and large-scale asset management services.



Challenge

Client

Challenge

Solution

Benefits

Summary

Managing Complex Infrastructure And IT Operations

The client needed to maintain operational continuity across large-scale infrastructure and IT environments while optimizing operational costs and supporting long-term transformation initiatives.

Key challenges included:

- Managing complex IT operations across infrastructure environments
- Supporting business continuity across multiple enterprise platforms
- Maintaining operational efficiency across tower infrastructure operations
- Managing compliance, networking, and infrastructure monitoring requirements
- Supporting modernization initiatives across critical enterprise applications
- Optimizing operational costs while scaling support services globally

The organization also required a long-term transformation partner capable of supporting infrastructure modernization, digital assurance services, and enterprise-wide operational support.



Solution

Client

Challenge

Solution

Benefits

Summary

Driving Telecom Infrastructure IT Transformation

Hexaware delivered long-term telecom infrastructure managed services across transformation, IT operations, and digital assurance initiatives.

Key solution areas included:

- Optimized tower infrastructure identification based on usage, proximity, and operational factors
- Led Salesforce migration initiatives for the infrastructure access portal
- Delivered end-to-end functional testing and test automation services across critical business workflows
- Provided digital assurance services across Oracle EBS and Oracle Analytics Server environments
- Conducted performance testing for enterprise applications to improve operational efficiency
- Supported regulatory compliance through infrastructure monitoring, reporting, and incident management
- Managed service requests and projects to ensure business continuity
- Modernized Oracle Financials systems to improve operational stability and continuity
- Delivered managed support across Oracle, MuleSoft, SharePoint, ServiceNow, and database environments
- Managed IT operations for tower infrastructure, including generators, cooling systems, and office networking operations



Benefits

- Client
- Challenge
- Solution
- Benefits**
- Summary

Improving Continuity and Cost Optimization

The engagement helped the client strengthen operational resilience while improving efficiency across enterprise IT operations.

Key outcomes included:

- Improved business continuity across infrastructure and IT operations
- Achieved 40% cost optimization through modernization and managed services initiatives
- Enhanced operational stability across enterprise applications and infrastructure platforms
- Improved infrastructure monitoring, incident management, and compliance support



Summary

- Client
- Challenge
- Solution
- Benefits

| **Summary**

Supporting Long-Term Infrastructure Transformation

Telecom infrastructure providers require resilient IT ecosystems and scalable operational support to manage complex global infrastructure environments.

Through telecom infrastructure managed services, modernization initiatives, and digital assurance services, Hexaware helped the client improve operational continuity, optimize enterprise IT operations, and build a stronger foundation for long-term infrastructure growth.



Struggling to Scale IT Operations Efficiently?

Strengthen operational continuity and accelerate cost optimization with scalable IT operations and digital assurance services. Contact marketing@hexaware.com to get started.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

Get in touch