

AI in SDLC

Zero Tech Debt + Zero Backlog +
Zero License + Zero Defects

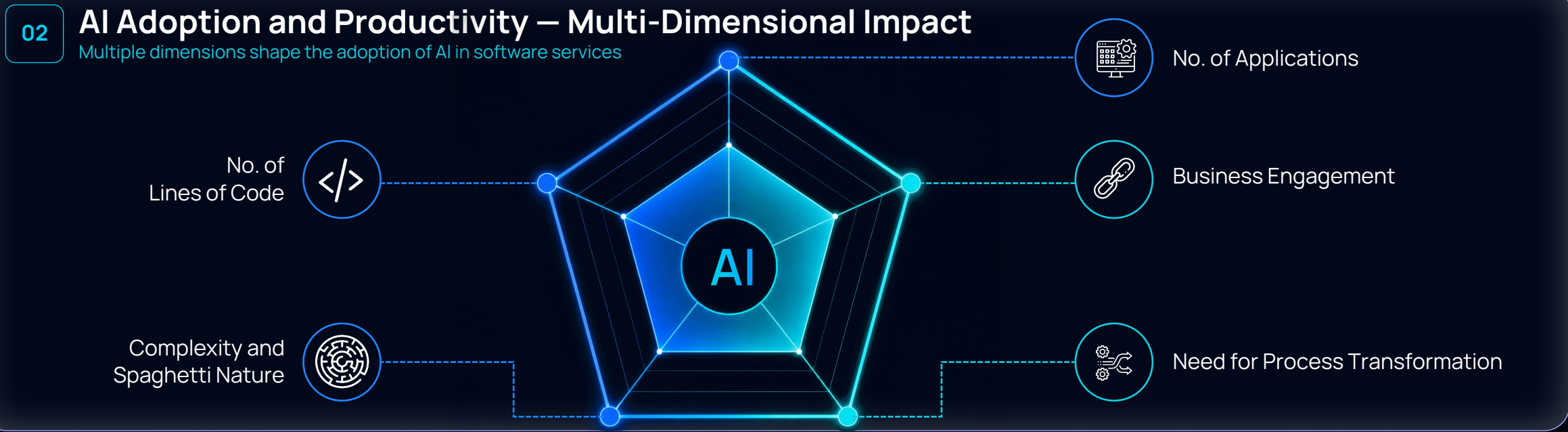
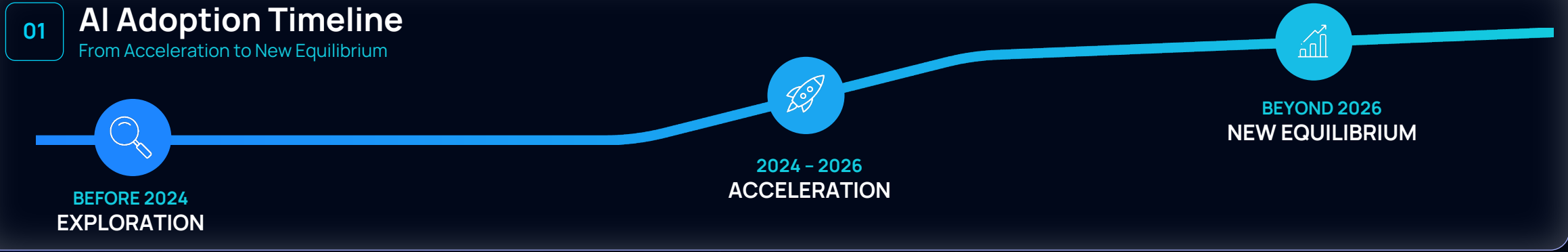
Sanjay Salunkhe

President & Global Head –
Software Services, Hexaware



Impact of AI on the Software Services Market

AI has a profound impact on the SDLC



Two Pillars, One AI Engine

The Offering Architecture

PILLAR 01: AI for Efficiency

Zero Tech Debt

We turn legacy estates and **technical debt** into a clean, AI-maintained **living context**.

Zero Technical Debt

- Functional Modernization
- Non-functional Modernization
- Product Software Modernization

PILLAR 02: AI for Growth

Zero Backlog

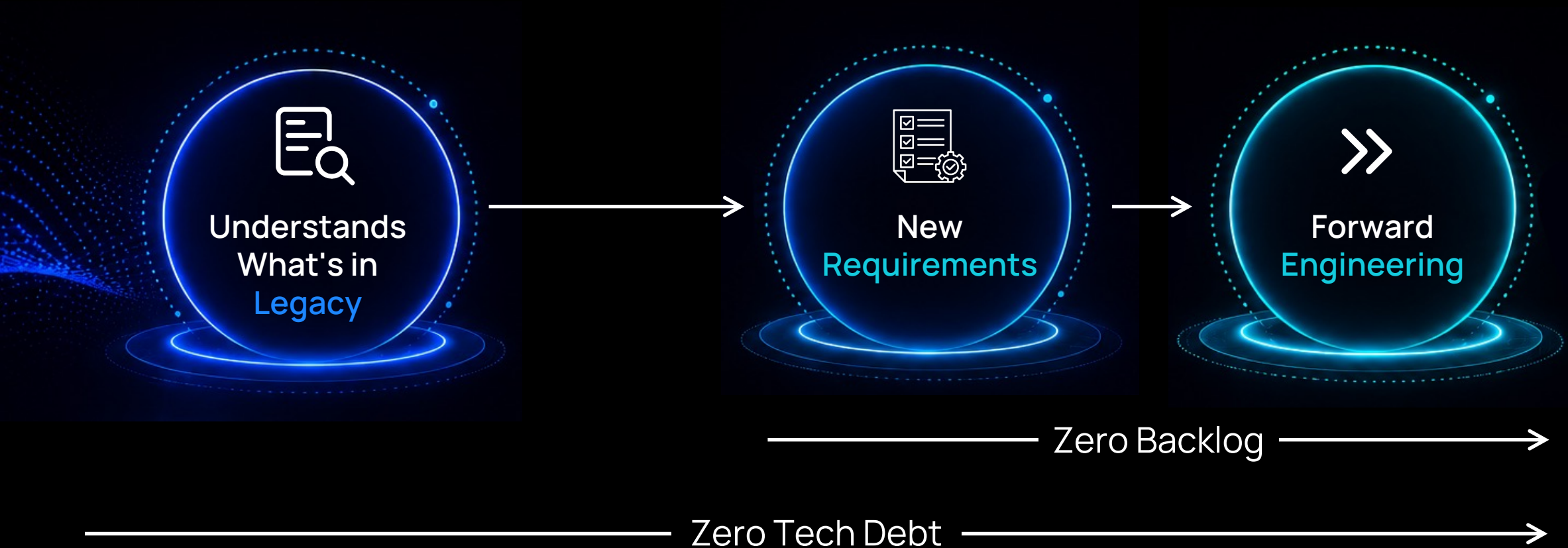
Grow the top line. We embed AI into our clients' product and business teams—turning operations **agentic** and creating compounding momentum.

Zero Backlog

- Clear Existing Feature Backlog
- Build Agentic Enterprises
- Embed Agentic in Products Driving Higher Revenues
- Agile to AI SDLC Process Transformation

Common Execution Pathway and Platform

HEXAWARE



Standing Still is the Most Expensive Choice Our Clients Can Make



Problem 01

Trapped maintaining yesterday's systems

The Cost, time, and risk of remediation is extremely high



\$0.5T+

Gartner · 2025

Annual global IT services spend locked in legacy maintenance



220B

IBM Research · Reuters

Lines of COBOL code remain in production



12,000+

Companies still running older middleware like Tibco



Impact of AI

AI unlocks capabilities that were previously impossible at scale

Zeroivity™ reads and rewrites decades-old complex code into modern software systems—a task previously requiring armies of specialists over years



3x Faster and
30-50% cheaper

Functional modernization with
agentic AI tools



5-7x

Faster non-functional
modernization



90%

Post modernization benefits-
Improvement in security,
reliability, and scalability

Where We Differentiate



Zero Tech Debt

- ✓ Highly deterministic comprehension at scale
- ✓ Unified context traversing multiple applications
- ✓ 75 + Language parsers and growing
- ✓ 600+ Purpose-built agents



Banking

Client

A North American retail and commercial bank



Modernizing legacy Customer Information Control Systems (CICS) without the usual disruption

The client needed to modernize a mixed bag of technologies from legacy CICS and to .NET systems while protecting quality, compliance, and business continuity. The priority was to move faster without increasing risk in a tightly regulated environment.

Solution

We turned a complex legacy migration into an AI-powered migration factory:

- AI agents plan, build, and independently review each modernization step.
- AI extracts business rules, dependencies, and field mappings from decades of legacy code.
- Continuous data synchronization keeps the mainframe and AWS environments aligned
- Human approvals ensure changes remain controlled, auditable, and reversible.
- Proven across seven complex service areas including healthcare, debit card, and account services, and the approach scales for broader modernization.

Teller System/ Monolith
Securities Reconciliation
App-Mixed Bag of Tech



AGENTS
Planner · Executor
Reviewer



AWS
Angular · .NET
PostgreSQL

↔ Change data capture keeps mainframe and PostgreSQL in step during cutover

Benefits

- Reduced migration time by 88%, dramatically accelerating modernization
- Cut post-migration defects by 75%
- Reduced manual effort by 60%, freeing teams to focus on higher-value decisions
- Productivity went from 1 feature in 40 days to 2 features in 1 day

88%

Reduction in
migration time

75%

Decrease in
post-migration
defects

60%

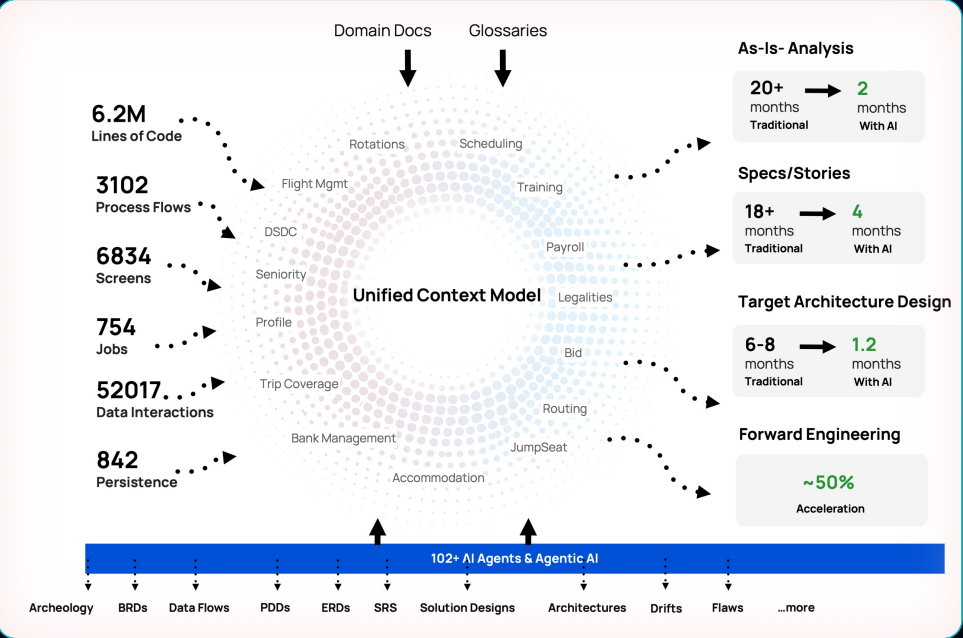
Reduction in
manual effort



Transportation & Logistics

Client

An international airline



Modernizing airline crew operations with AI-assisted transformation

The challenge involved transforming deeply embedded legacy workflows while preserving business rules, operational controls, and regulatory requirements across the crew ecosystem.

Solution

- Highly deterministic complex code comprehension was at the core of the solution
- Applied AI-assisted modernization to analyze, document, design, code, and transform complex crew-management applications
- Modernized core crew functions spanning scheduling, payroll, profile management, training, and accommodation modules

Benefits

- Program acceleration from 3 years to 1.25 years
- Reduced manual effort involved in understanding and transforming legacy applications
- Increased confidence in preserving complex business rules and operational workflows during modernization
- Created a scalable foundation for future crew innovation, operational agility, and transformation

2,500+

User stories

6.2M

Lines of code analyzed

~50%

Engineering acceleration



Standing Still is the Most Expensive Choice Our Clients Can Make



Problem 02

Missing out on AI-compounded growth

Organizations are stuck using AI for efficiency problems rather than clearing backlogs and features that deliver revenue.



of enterprises without AI in core workflows – losing market share to AI natives



With AI, the Zero Backlog dream is nearer than ever

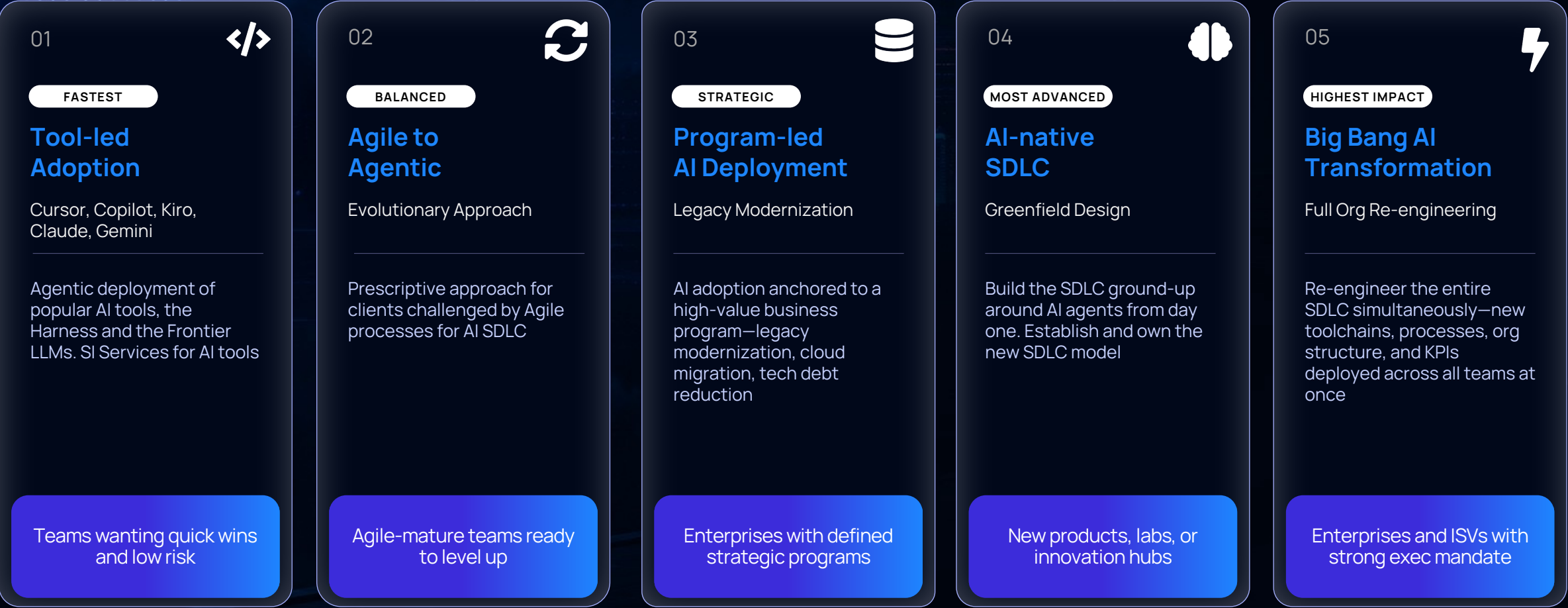
Creating offerings that would not have been possible or economically viable without AI is now within reach.

Autonomous Agentic pipelines and intelligent coding tools build and ship products much faster.



5x faster
features to market

Meeting Clients Where They Are in Their AI Journey



Where We Differentiate



Zero Backlog

- ✓ Harness layer with Zero Backlog guarantee—every cycle ends clean
- ✓ Deterministic token economics and SDLC Ops
- ✓ Process transformation to adopt AI-native ways of working
- ✓ 600+ Purpose-built agents



Healthcare, Life Sciences, & Insurance

Client

A leading Pharmacy Benefit Manager (PBM) that uses data analytics, clinical programs, and personalized engagement to improve patient outcomes



Launching a high-fidelity D2P prototype before the market moved on

Regulatory shifts were reshaping the market, and manufacturers needed stronger direct-to-patient experiences. The client wanted a fast, credible portal that could help it compete quickly without sacrificing realism or compliance.

Solution

- Delivered a fully functional direct-to-patient portal using agentic AI engineering
- Mapped the end-to-end patient and administrative journey from physician visit through fulfillment
- Built a high-fidelity patient experience plus a dynamic admin portal for white-labeled demos
- Separated marketing and clinical content to support regulatory safety and demo-readiness

Benefits

- Delivered 5 new in record 12 weeks as against traditional timeline of 12-16 months
- Achieved the outcome with a team roughly 60% smaller than a traditional approach might require
- Created a credible source of truth for future product development and manufacturer conversations.

~12 wks

To deliver 5 D2P portals

60%

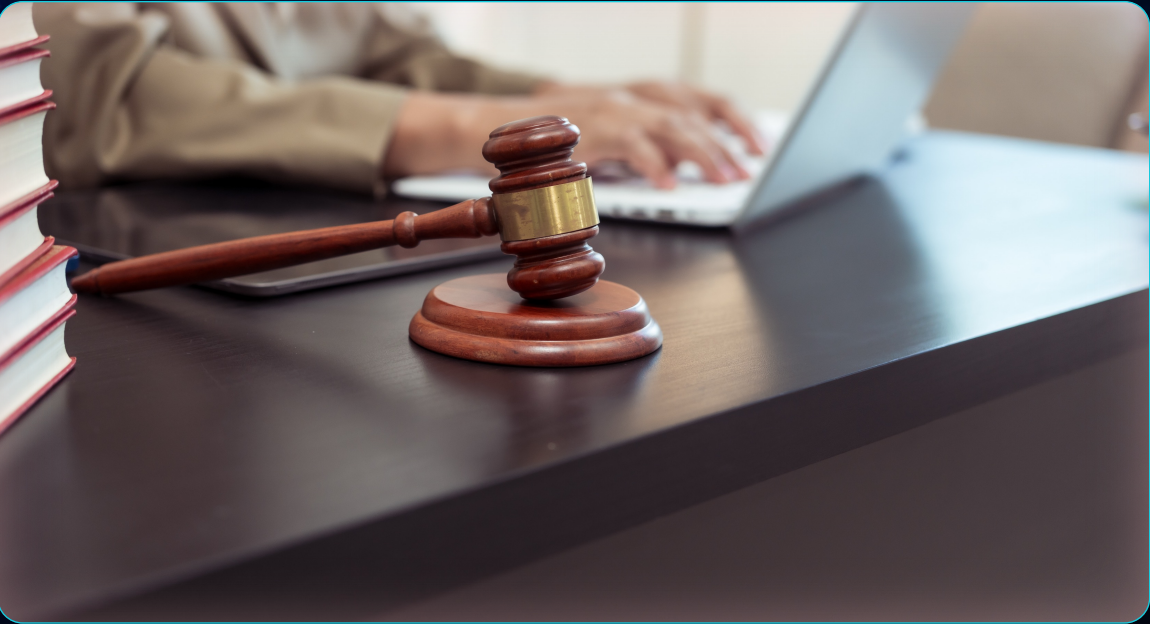
Smaller team needed to deliver the outcome



LegalTech

Client

A leading Legal Tech company providing eDiscovery (search, review, manage, and produce) electronic evidence during litigation or regulatory investigations



Powering the client's transformation from a Legal Consulting Services Company to an AI-native Legal Tech Platform

Burdened by manual data discovery, indexing, review, and quality checks, the client's business was hamstrung by error-prone, inefficient, human-led legal consulting services. Its ability to add new clients—and, hence, generate new revenue—was seriously limited.

Solution

AI FOR AI – Building an AI-native legal tech platform using an AI-native SDLC

- Scaled hybrid PODS (Humans + Agents) of 120 engineers for accelerated platform development
- Leveraged Cursor IDE and AI tools to reduce lead times for development and debugging

The legal tech AI services went from:

- Manual page-by-page key word reviews and custodial interviews to platform-driven automated data discovery
- Manual redaction and Bates numbering to automated redaction and QC sampling

Benefits

- Cuts case review costs by 40-60%
- 77% improvement in case prep accuracy
- Enabling agentic workflows for an Agentic legal process

50%

Cost & Efficiency

- Cuts review costs by 40-70%
- Case assessment in Hours not Weeks

36% ↑

Accuracy & Quality

- Precision rates of 77%, outperforming human review by 36%

40%

Risk & Compliance

- Only ~5% docs require human review
- Supports defensible, audit-ready workflows at scale



Our AI-first Position is Hydrating New Revenue Pipelines—Engineering Things Never Done Before

We didn't bolt AI onto a legacy services model. AI is the operating system of how we scope, build, and run—which is why our offerings move faster and cost less than a retrofit ever can.

40+ clients have onboarded our platforms

Best-in-class AI accelerators

AI ecosystem : We don't compete. We make them work.

900+

AI agents in production
running real client workflows today

70% +

of delivery is AI-assisted
across engineering and operations

46% +

of existing client base delivering AI
AI -driven SDLC

HEXAWARE

AI-led. Outcome-proven.

Built to defend the core and open new growth.



Demo 1



Demo 2



ENTERPRISE INTELLIGENCE · DEBT CONTROL PLANE

ZEROVITY

ZERO TECH DEBT

The compounding tax that never hits the P&L –
until it owns the roadmap. ZeroVity retires it
while you ship.

FRAMEWORK

ARCHITECTURE

SECURITY

MODERNIZATION

ENTERPRISE INTELLIGENCE · IDEA TO LIVE

ZEROVITY

Zero Backlog

The distance between an idea and a customer –
a tax that never hits the P&L, until the
roadmap is the interest payment. ZeroVity
collapses it **while you ship.**

IMAGINE

BUILD

SHIP