

HEXAWARE

An Experience-Centric Digital Workplace Strategy saves over 30% in TCO for a leading electronics company

Enhanced user experience with automation and
workplace modernization

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

The client is a leading multinational imaging and electronics company empowering customers to achieve greater productivity and workflow innovation.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client faced challenges with their distributed Service Desk. Manual checks for different office infrastructures consumed much time and were error-prone. They were not happy with their existing service provider.

Their need of the hour was an IT transformation partner who can help them

- Enable Service Desk Automation
- Reduce Operation Costs
- Improve User-Experience
- Strengthen Team Collaboration



Solution

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

Our team of experts stepped in and hit the ground running by comprehensively analyzing the tickets’ data. The objective was to create a holistic roadmap that translated the insights into affirmative action. We had a collaborative solution workshop with the client to identify critical areas for automation and defined a custom approach toward driving workflow transformation. The Hexaware solution centered around the Service Desk, Deskside Support, and End User Computing.

We designed the automation factory and manned operations to run as separate programs under the same umbrella, guaranteeing focus on both areas. The accent on integrated tool infrastructure reduced manual intervention for activities like software installation. The meticulously planned automation journey enriched the user experience and enabled substantial cost savings.



Benefits

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

The follow-the-sun customer support model, targeted automation, and right-shoring made all the difference. The business benefits spoke volumes.

14%
reduction in call volumes within the first year of operation through self-service

20%
increase in first-call resolution through process optimization

30%
reduction in TCO coupled with improved performance



Summary

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| Summary

An experience-centric approach based on the fundamental tenets of user experience – speed, agility, reliability, and self-service helped the client transform their digital workplace paradigm. The roadmap resulted in a substantial improvement in the customer satisfaction score for the client’s IT organization. Hexaware’s Digital proprietary frameworks, architectures, solution accelerators, and support models helped deliver hyper-collaborative, agile, user experience-centric experiences.



About Hexaware

Hexaware is a global technology and business process services company. Our 27,000 Hexawarians wake up every day 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 40+ offices in 19 countries, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

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