



HEXAWARE

NextGen Application Managed Services saves \$1.6M over 3 years for a leading US-based employee benefits company

End-to-end application management fuels transformation

Case study

Client

| Client

- Challenge
- Solution
- Benefits
- Summary

The client is a leading employee benefits company in the US with specialized expertise in voluntary benefits, health benefits, small business benefits, and comprehensive fitness solutions. The company is over 110 years old and has 2+ million members, policyholders, or plan participants.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client was looking at efficient and cost-effective management of their IT application landscape to fuel their digital transformation objectives. They needed an all-encompassing application management solution for the applications and technology stack in their portfolio.

Their end-to-end application management needs spread across 80% of their business applications footprint across units and involved:

- Application management and transformation
- Application and integration development
- End-to-end testing for business-critical products
- Independent testing for their group insurance platform

They were seeking the right partner who could also help with enterprise-wide digital transformation with the Pega platform, enhance the digital workplace, and improve ITSM support.



Solution

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Hexaware’s NextGen Application Managed Services model ticked all the right boxes and provided a holistic solution for the client. The engagement followed a best-practices agile roadmap that drove process, technology, and business transformation.

The solution approach ensured the following milestones:

- Synergized operations for applications and infrastructure
- Automation through
 - Chatbots and AI-powered virtual assistants
 - Hexaware’s Tensai® unified IT operations platform
 - Script-based resolutions
 - Robotic Process Automation (RPA)
 - A.NET utility for processing IPA files

- Comprehensive Service Coverage
 - Service Desk – 12*5 support + on call
 - Data center and Networks : 24*7 monitoring and 12*5 + on-call support
 - Applications : 16*5 support + on call
- Deployment of ServiceNow as the ticketing tool with ITOM capabilities
- A Pega BPM solution compatible with 3rd party benefits administration products

Proposed a reusable custom data capture solution to detect deltas, automated reconciliation, and tracing of data from source to target within the mainframe.



Benefits

Client	\$1.6M
Challenge	Savings across 3 years by implementing efficiency & automation of business value adds
Solution	
Benefits	
Summary	
	35%
	Improvement in application uptime
	25%
	Tickets resolved through automation
	50%
	Reduction in false positives
	100%
	Process automation for policy cancellation through RPA



Summary

Client	
Challenge	
Solution	
Benefits	
Summary	The client benefited from our end-to-end application managed services paradigm, which enabled value-driven transformation. The outcome-based engagement bolstered by automation led to sustainable cost takeout. The client achieved savings of \$1.6M over three years. Our proprietary intelligent automation platform, Tensai®, was a game changer in the rewarding journey for the client. The transformation and governance exercise included more than 130+ applications and 850+ OS instances and delivered exponential business value.



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.

Learn more about Hexaware at www.hexaware.com.

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