

A photograph of three business professionals in a modern office setting. A man in a grey suit and blue tie is shaking hands with another man in a grey suit and glasses. A woman in a light grey blazer and white top stands between them, smiling. The background shows a brick wall and a glass railing. The image is overlaid with a blue gradient on the left side.

HEXAWARE

Hexaware Helps a Leading Standards and Compliance Provider in Delivering End-To-End Managed Services-based Solutions and Augmented Services

An Australia-based leading risk management provider achieves significant capacity improvements across its development sites with Hexaware's expertise

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

A Leading Australian Standards and Compliance provider that helps organizations proactively manage risks to achieve business excellence, growth, sustainability, and ultimately, to create trust.



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Client's Business Challenges and Needs:

The client was running an extremely complex IT structure and operating environment. The objective was to achieve significant improvements across the client's IT development sites, and thereby:

- Optimize IT operations
- Reduce IT costs

They desired a transformation program in line with a cultural change that would drive intended behavior and help in achieving their strategic objectives.



Solution

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Challenge

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Hexaware Approach:

Hexaware radically streamlined its existing processes to be more efficient and instituted support for 7 global applications through managed services and 8 applications through augmented services. Hexaware implemented a managed service model across services like:

- Ticket resolution
- Management services
- Documentation and reporting
- Support services

We supported the standards and compliance provider with multi-country managed services, while helping them reduce support costs and implementation time across the client's geographically dispersed operations.

Hexaware Solution

Hexaware executed the transition of the client's operations from a large outsourcing provider in a risk-free approach, ensuring there was no drop in velocity of the output, during the transition. Hexaware's professionals worked closely with the client, providing augmented services. Key activities that were implemented include:

- Designed and executed the transformation plan in line with the culture
- Engineered and implemented application rationalization
- Incorporated new techniques to improve the capacity



Benefits

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- Challenge
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- Benefits**
- Summary

The client achieved exceptional results with Hexaware’s contribution. Over the duration of the contract, the client was able to significant benefits that included:

- Attained 30% savings
- Improved operational agility
- Lowered operational cost



Summary

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| **Summary**

Hexaware successfully collaborated with a prominent Australian risk management provider to optimize IT operations and reduce costs. By implementing a managed service model for global applications and supporting the client through multi-country services, Hexaware helped streamline the processes and delivered exceptional results. The client achieved a substantial 30% savings, improved operational agility, and lowered overall operational costs, showcasing the effectiveness of Hexaware's transformative approach.



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.

Get in touch