



HEXAWARE

Improved User Experience for a UK-Based Home Improvement Retailer

Revitalizing Organizational IT Support through
Context-Aware Service Management Solutions

Case study

Client

| Client

- Challenge
- Solution
- Benefits
- Summary

The client is a UK-based Home Improvement Retailer serving three customer segments: Local trade, Do-it-for-me, and DIY retail. The client’s business model is characterized by digital leadership, service-oriented operations, and cost-efficient integration. They boast a network of 160+ modern-format stores in their home country and an additional 200+ stores in the UK. Their mission is to create an inclusive and eco-conscious business, empower their workforce to support communities and customers, and contribute to environmental sustainability in response to climate change.

160+
modern-format stores in home country

200+
additional stores in the UK



Challenge

Client

| **Challenge**

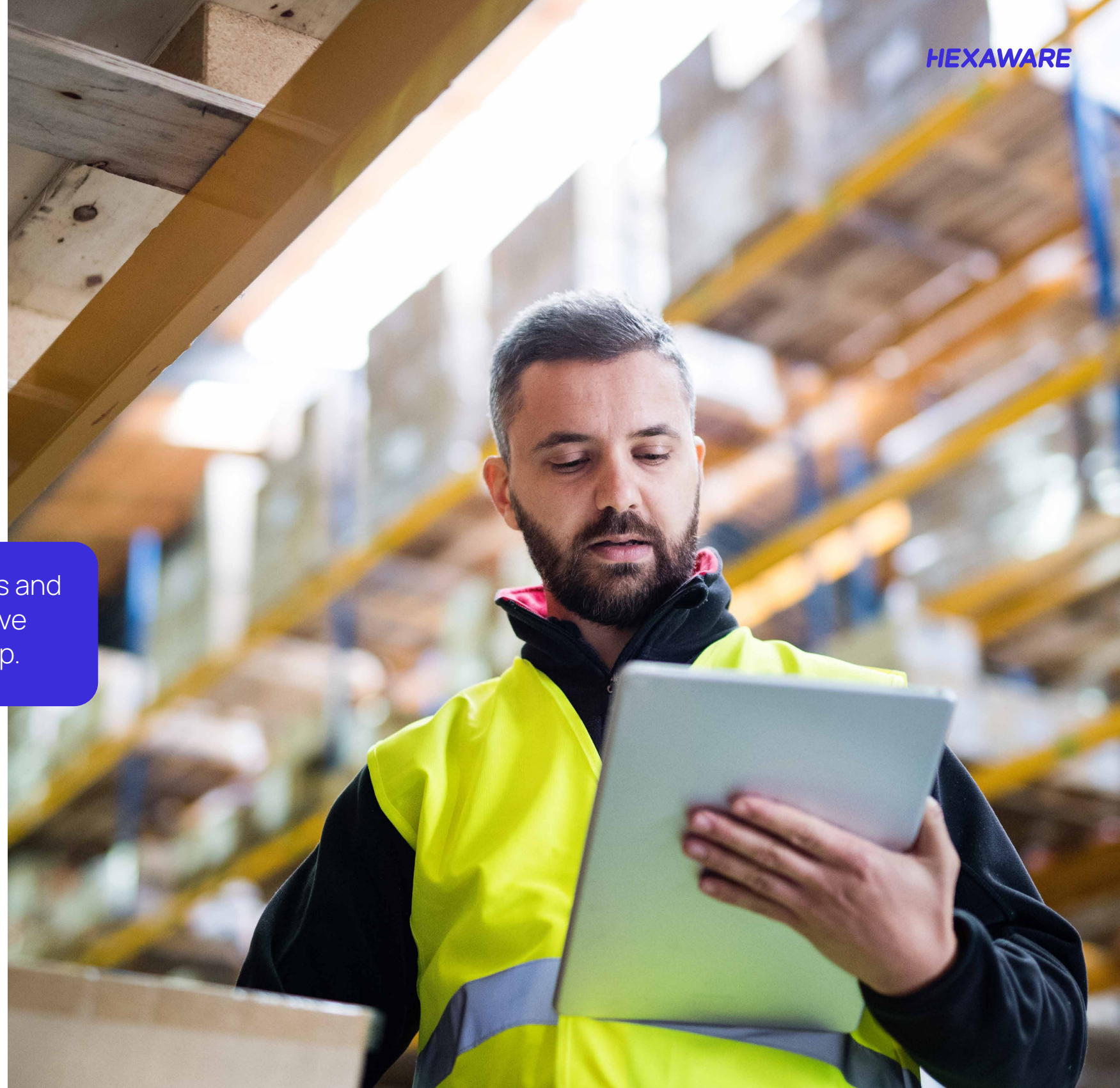
Solution

Benefits

Summary

- Frequent downtime of applications and Infrastructure impacting business performance
- Unreliable and reactive processes causing bottlenecks and hampering user experience exacerbated by insufficient coverage to stores and distribution centers
- Platforms and service integration challenges affecting fault diagnosis and high turnaround times
- Multi-vendor model leading to a lack of service ownership

Frequent downtime of applications and Infrastructure, unreliable and reactive processes, lack of service ownership.

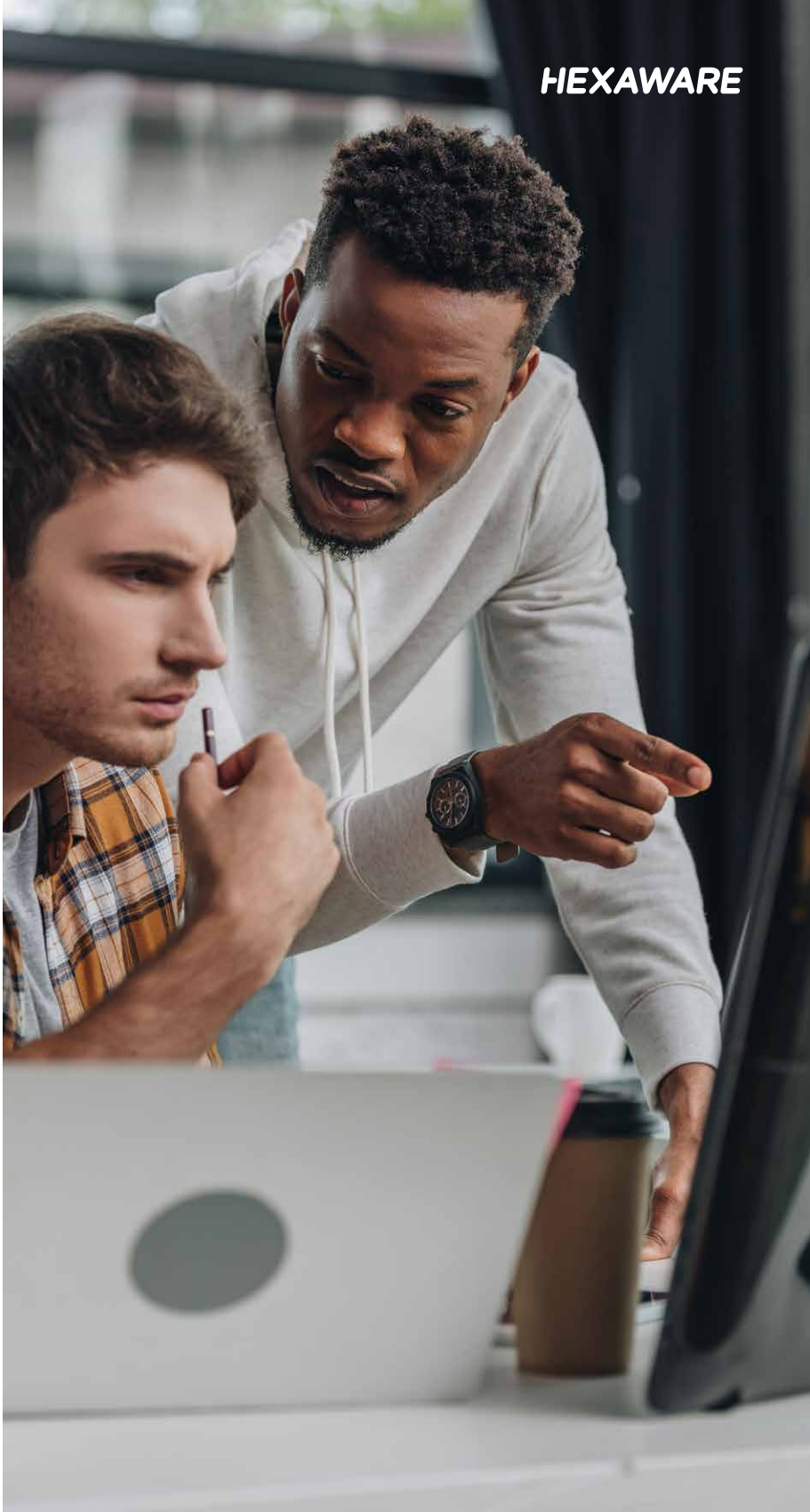


Solution

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The Hexaware Solution:

- Integrated technology operations for over 250 stores and distribution center network, delivering enterprise and end-user services, application support, security, enterprise computing, and network services
- Intelligent and automated self-service, persona-based support enabling multi-channel service including phone, web, email, and chatbot services
- Seamless, context-aware user experience through live sentiment analysis, and service feedback
- L1 and L2 support ownership for 350+ applications covering the complete retail value chain including planning, merchandising and procurement, store operations, supply chain, HR, corporate finance, and customer service
- Implemented privileged identity management establishing secure access
- Security end-point management and vulnerability remediation services
- Technology asset management and service integration for all enterprise platforms
- 24x7 intelligent command center for application and infrastructure performance monitoring
- Implemented one-stop shop knowledge management platform for both business and technology users



Benefits

Client

Challenge

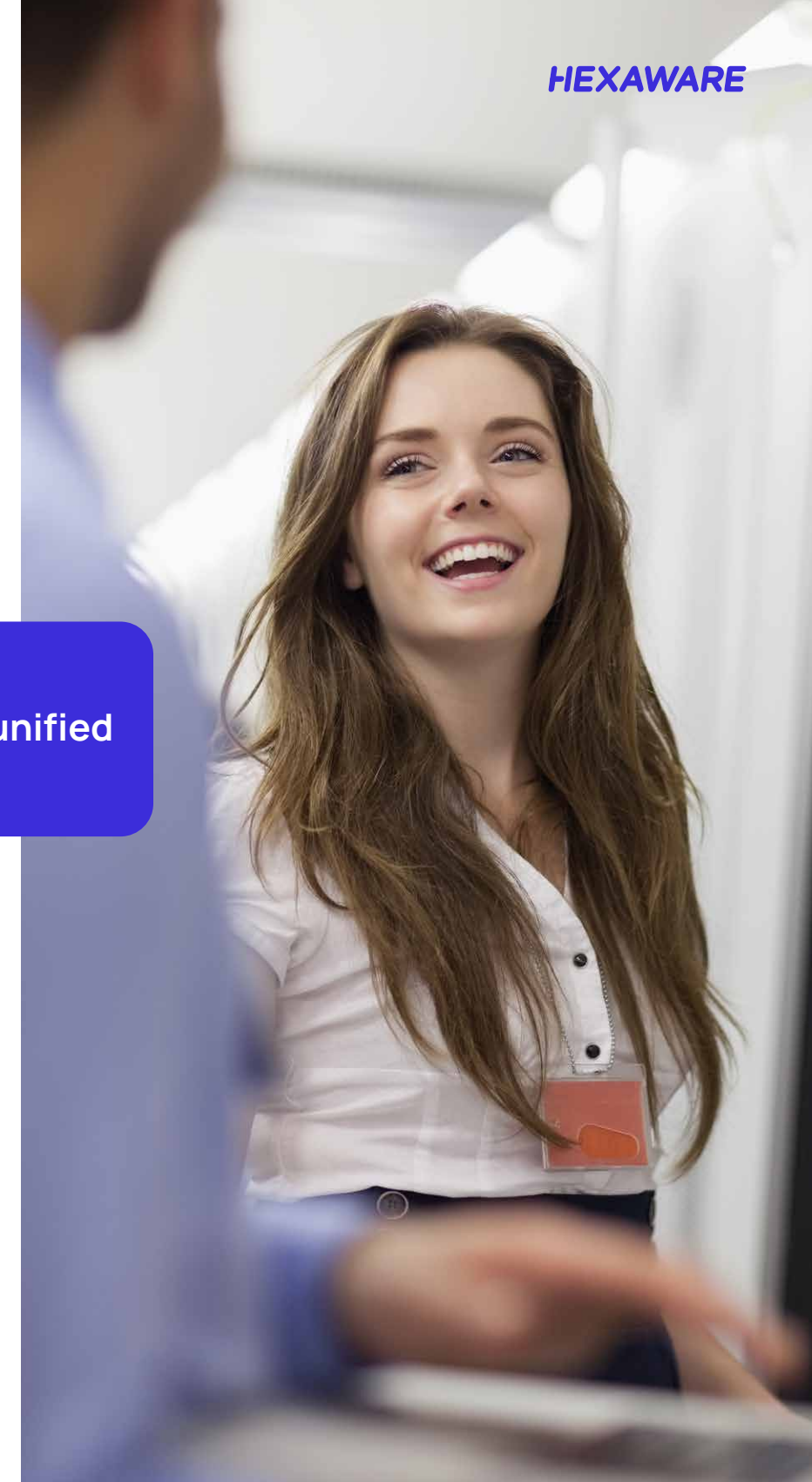
Solution

| **Benefits**

Summary

- 60% reduction in resolution time owing to Improved user experience with proactive services and real-time insights
- 33% reduction in incidents with automation-driven left-shift enablement
- Consistent and unified user experience for all stakeholders and endpoints in the entire ecosystem
- Improved information access, service process agility, and employee onboarding and training

60% reduction in resolution time, **33%** reduction in incidents, **consistent and unified** user experience.



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Hexaware established a fully functional and stable IT service management system as the core custodian of the client's IT landscape. We delivered a context-aware omnichannel solution embracing automation and improving user experience across touch points.

Our comprehensive service management solutions renewed organizational trust in IT support capabilities.



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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