

HEXAWARE

Network Operations Management Transformation through Automation and Innovation

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

An American multinational technology company faced growing challenges in managing and optimizing its network operations. With an extensive network infrastructure spanning multiple data centers, they struggled to maintain high availability, manage incidents, and optimize network performance efficiently. The client required a partner capable of monitoring, managing, and automating network operations, while simultaneously driving innovation and continuous improvement.



Challenge

Client

Challenge

Solution

Benefits

Summary

The client faced several hurdles in their network operations:

The client faced several hurdles in their network operations:

Incident Overload:

With over 45,000 incidents and service requests annually, managing and responding to these efficiently became a key issue.

Aging Network Devices:

Over 300 network devices across multiple data centers required updates and configuration management.

Onboarding and Training Delays:

The hiring and training process for network operations resources was slow, affecting response times.

Limited Automation:

The lack of automation across their network infrastructure led to delays in identifying and resolving common issues.

Disparate Knowledge Management:

SOPs and Knowledge Error Databases (KEDB) were not unified, leading to inefficiencies in first-level resolutions.



Solution

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

Hexaware addressed these challenges with a multi-faceted approach to modernize and automate network operations.

24x7 Hybrid Delivery Model:

Hexaware delivered hybrid 24x7 support from teams based in Atlanta and Mexico, ensuring around-the-clock monitoring and management of over 45,000 network infrastructure incidents and service requests annually.

Network Infrastructure Upgrades:

A refresh of over 300 network devices was undertaken to improve reliability and performance.

Automation Initiatives:

Hexaware identified more than five automation opportunities for alert correlation, with a clear roadmap to fully automate Level 1 operations by the end of the engagement.

Resource Training and Cross-Skilling:

Leveraging HexaVarsity, Hexaware’s learning platform, we developed an onboarding program that reduced onboarding time by 40%. A dedicated HR SPOC replicated the customer’s hiring process to avoid delays while cross-skilling initiatives were implemented, ensuring employees were certified across multiple technologies.

Enhanced Reporting and Dashboarding:

Hexaware utilized the client’s existing investments in tools to create robust dashboards and key reporting metrics for network operations.

Innovation through CoE:

Hexaware’s Network Center of Excellence (CoE) conducted proof of concept (POC) studies for emerging technologies, ensuring the client stayed ahead in network operations management.



Benefits

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

The engagement yielded significant benefits for the client:

Increased Efficiency through Automation:

Over five automation opportunities were identified, and Hexaware is on track to fully automate Level 1 operations by the end of the engagement.

Reduced Onboarding Time:

A customer-ready training program, developed through HexaVarsity, reduced the onboarding time by 40%, allowing resources to be operational more quickly.

Improved Knowledge Management:

Standard Operating Procedures (SOPs) and KEDBs were refined, improving first-level resolutions and enhancing overall operational efficiency.

Cross-Skilling for Future-Readiness:

A well-defined roadmap for cross-skilling was introduced, ensuring resources were certified and proficient in multiple network technologies within six months.

Continuous Service Improvements:

Key initiatives were introduced to drive improvements across network operations, including better incident management and service request handling.

10+
Tools Supported

5+
Network
Technologies Supported



Summary

- Client
- Challenge
- Solution
- Benefits

| **Summary**

Hexaware’s collaboration with the client resulted in a significant transformation of their network operations management. By combining automation, innovation, and a hybrid delivery model, Hexaware not only improved the client’s day-to-day operations but also positioned them for future growth through continuous improvement and cutting-edge technology solutions. Hexaware’s deep expertise in network infrastructure, data center management, and automation helped the client enhance efficiency, reduce costs, and future-proof their operations.



About Hexaware

Hexaware is a global technology and business process services company. Our 31,000+ 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 61 offices in 28 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