



HEXAWARE

EUC Remediation in Commercial Card Operations

Streamlining processes and reducing operational risks through end-user computing (EUC) remediation for a global bank

Case study

Client

| Client

- Challenge
- Solution
- Benefits
- Summary

The client is a global bank providing comprehensive financial solutions to businesses and individuals worldwide.



Challenge

Client

Challenge

Solution

Benefits

Summary

The client faced significant challenges in their commercial cards operations, including:

- Highly fragmented processes with numerous low-effort spreadsheet tasks
- Process knowledge and business rules hidden within complex VBA (Visual Basic for Applications) scripts
- Multiple macros for similar tasks across different input formats

What the Client Needed:

The client needed a streamlined solution for EUC remediation in commercial card operations to optimize processes, reduce manual effort, and mitigate risks.



Solution

Client

Challenge

| **Solution**

Benefits

Summary

Hexaware implemented its EUC remediation framework to systematically address the client's challenges. This was carried out in planned stages:

1. Identified 950 EUCs in the first phase
2. Identified Xceptor as the low-code, no-code solutions platform for remediation
3. Leveraged the [Tensai® for Ops](#) framework for front-to-back automation
4. Delivered project outcomes for sustainable gains

Additional features, such as maker-checker workflow and email notifications for exceptions, were added to strengthen controls. The macro functionality was replicated in Xceptor, featuring a user-friendly UI and analytics for analysts to view critical stats on credit limit breaches from daily reports.



Benefits

Client

Challenge

Solution

Benefits

Summary

- Reduced per EUC remediation effort by up to 30%
- Streamlined processes and added new features, including security
- Improved operational control through the maker-checker workflow and exception-based alerts



Summary

- Client
- Challenge
- Solution
- Benefits

| Summary

The client, a global bank, faced fragmented processes and embedded business rules within the VBA code in their commercial cards operations. They required a solution to streamline operations and mitigate risks. Hexaware leveraged its expertise in EUC remediation in commercial card operations to implement a comprehensive solution by standardizing input sources, adopting accelerators for rapid VBA reverse engineering, and implementing a low-code, no-code solution using Xceptor. Additionally, we enhanced the system with features like maker-checker workflow and exception notifications, creating a user-friendly UI and analytics dashboard.

This project led to sustainable gains and optimized the bank's operations, ensuring more efficient and controlled processes.



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 54 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