

HEXAWARE

Technical Debt Reduction and Application Development

Driving IT optimization and value enhancement for
a private equity firm.

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is a large private equity firm based in the United States. They manage a diverse portfolio of investments and rely on a wide range of business-critical applications to support their operations.



Challenge

Client

Challenge

Solution

Benefits

Summary

The client faced several key challenges that were affecting their IT operations and business efficiency. They needed a partner who could help them with:

- Technical debt reduction
- IT spend optimization
- Streamlining application development, management, and support processes across multiple business areas
- Improving productivity within the existing fee structure
- Transitioning from several incumbent vendors to a more cost-effective and efficient model



Solution

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Hexaware stepped in to provide a comprehensive, multi-faceted solution that addressed the client’s challenges:

Managed Capacity Engagements: Transitioned 250 full-time employees (FTEs) to Hexaware’s high-velocity teams, ensuring minimal disruption and 28% rehire requests to maintain key expertise.

Cost Optimization: Implemented right-shoring strategies and automation initiatives to reduce costs and enhance productivity.

Application Management and Development: Provided app development, application management services, and quality assurance across key departments:

- Investor Solutions and Investor Relations—leveraging Salesforce, DealCloud, Snowflake, Appian, and Quality Automation.
- Global Private Equity—utilizing .NET, Snowflake, DealCloud, AWS, and Quality Automation.
- Corporate Services—supporting SnapLogic, SQL Server Integration Services (SSIS), SQL Server Analysis Services (SSAS), SQL Server Reporting Services (SSRS), Power BI, Snowflake, PeopleSoft, Appian, OneStream, Workiva, Drupal, and Quality Automation.

Operations and Engineering: Handled the client’s global operations and service desk, along with managing their infrastructure operations and maintenance, delivering engineering support, including IT service management through ServiceNow, as well as overseeing IT controls.

Vendor Transition: Successfully transitioned services from multiple vendors, ensuring continuity and seamless integration.



Benefits

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Challenge

Solution

| **Benefits**

Summary

- \$61M in savings over five years from the current IT spend.
- Technical debt reduction and modernization of key applications.
- Enhanced productivity through automation and optimized workflows.



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| Summary

Hexaware partnered with a large private equity firm in the US for technical debt reduction and IT spend optimization. Faced with high operational costs, a fragmented IT infrastructure, and reliance on multiple vendors, the client needed a comprehensive solution. Hexaware provided managed capacity engagements, transitioned 250 FTEs, and applied right-shoring and automation strategies.

We leveraged technologies such as Salesforce, Snowflake, Appian, .NET, and AWS to support app development, management, and quality assurance across multiple business units. The result was \$61M in savings over five years, reduced technical debt, and enhanced productivity, driving greater value for the client's operations.



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up 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 offices across the world, we empower enterprises 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 <https://www.hexaware.com>

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