

HEXAWARE

Comprehensive Application Development and Support for a Global Enterprise

Case study



Client

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- Challenge
- Solution
- Benefits
- Summary

The client, a global enterprise, manages a suite of 26 critical business applications spanning various technology stacks, including .NET, SharePoint, SQL, and Excel. These applications are integral to their daily operations, supporting everything from internal processes to customer-facing services. The client sought a partner to provide robust application support and development services, ensuring high availability and performance.



Challenge

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The client faced several challenges:

Technical Debt:

Accumulated over the years, technical debt hindered the applications’ performance and scalability.

Support Coverage:

Ensuring 17x5 support coverage with additional on-call support for high-priority incidents during off-hours was a significant operational challenge.

Enhancements and Testing:

There was a continuous need for both major and minor enhancements and rigorous testing for all in-scope applications.

Data Quality:

Poor ticket data quality was affecting efficient decision-making and incident management.

Knowledge Management:

Lack of in-sprint documentation was leading to knowledge gaps and inefficiencies.



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To address these challenges, Hexaware implemented a multi-faceted solution:

Technical Debt Reduction:

We conducted a thorough analysis to identify and prioritize technical debt. By refactoring and optimizing code, we significantly improved application performance and maintainability.

Automation-Led Support:

We introduced automation in the support process, leveraging AI and machine learning to handle repetitive tasks and resolve common issues. Our AI-led development platform, RapidX, was deployed to accelerate every step of the Software Development Life Cycle (SDLC).

Right-Shoring Transition:

We adopted a right-shoring strategy to balance cost and efficiency, ensuring minimal risk during the transition phase. This approach optimized resource allocation and enhanced support coverage.

Enhanced Ticket Data Quality:

We implemented rigorous data quality checks and standardized ticketing procedures. This improved the accuracy and reliability of ticket data, facilitating better decision-making.

RCA Cadence and Automation Analysis:

To continuously improve the support process, regular root cause analysis (RCA) sessions for critical incidents and periodic automation analysis were conducted.

In-Sprint Documentation:

We ensured that documentation was created and updated within the sprint cycles, contributing to higher knowledge management and reducing knowledge gaps.



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The implementation of these solutions delivered significant benefits to the client:

Increased Efficiency:
Automation reduced support tickets by 21%, freeing up resources to focus on more complex issues and enhancements.

Cost Reduction:
We managed to reduce support costs by 20% through optimized resource allocation and process improvements.

Improved Decision-Making:
Enhanced ticket data quality provided better insights, enabling more informed and timely decisions.

Higher Knowledge Management:
In-sprint documentation ensured that knowledge was consistently captured and shared, reducing dependency on individual team members and improving overall team efficiency.

Proactive Incident Management:
Regular RCA sessions and automation analysis helped in identifying and addressing potential issues before they escalated, ensuring smoother operations.



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By partnering with Hexaware, the client successfully transformed their application development and support processes. Our comprehensive approach, combining technical debt reduction, automation, right-shoring, and enhanced knowledge management, delivered substantial improvements in efficiency, cost savings, and operational resilience. The deployment of our AI-led development platform, RapidX, further accelerated their SDLC, ensuring that the client remains agile and competitive in a rapidly evolving market.



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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