

A man with a beard and glasses, wearing a brown blazer over a blue checkered shirt, is seated at a desk and typing on a laptop. A woman with blonde hair, wearing a blue denim jacket, is standing next to him, leaning over and looking at the laptop screen. She is holding a blue pen over a notebook on the desk. The background is a blurred office setting with large windows. The entire image has a blue overlay on the left side where the text is located.

HEXAWARE

Innovative Solutions for Employee Engagement and Global Impact

Connecting a Big Four accounting firm's
employees to CSR initiatives worldwide

Case study

Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

The client is one of the Big Four accounting firms, headquartered in the UK, recognized for their extensive corporate responsibility initiatives aimed at creating sustainable, inclusive social impact globally.



Challenge

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

The company wanted to positively impact the futures of 10 million people, creating an impact that will grow to benefit 1 billion people by 2030. However, they faced several obstacles:

- The company’s traditional, manual processes made it challenging for employees to engage easily in corporate social responsibility (CSR) activities.
- Each business unit had its own CSR programs, preventing employees and managers from having a unified view across the company.

The CEO envisioned a centralized platform to unify CSR efforts, allowing employees across geographies to collaborate and contribute meaningfully to social causes.



Solution

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

Hexaware developed a scalable, cloud-native employee engagement platform tailored to the client’s needs. The key aspects of Hexaware’s scope included:

- **Cloud Native Design:** Leveraged a cloud-native architecture for flexibility and scalability.
- **Product Development and UX Design:** Designed a user-friendly interface enabling employees to browse and join CSR initiatives based on their interests, location, and skills.
- **Global Rollout:** The platform was deployed across 50 countries, enabling global participation.
- **Automation and Digital Quality Assurance:** Integrated intelligent automation for streamlined processes, reducing manual effort and ensuring platform reliability.

The platform allowed employees to self-nominate for CSR initiatives, browse opportunities near their location, and engage based on their skills and availability, contributing to the client’s vision of mobilizing a million employees for social change.



Benefits

Client

Challenge

Solution

Benefits

Summary

The employee engagement portal achieved substantial success, bringing measurable benefits to the client:

- **Widespread Engagement:** Deployed across 50 countries with 7,041 CSR opportunities and 289 published initiatives.
- **High Participation:** Generated over 110,000 platform visits, with 4,261 applications submitted by 2,767 employees.
- **Streamlined CSR Operations:** Automated tools enabled seamless processes, encouraging higher engagement and collaboration across teams.
- **Scalability and Adaptability:** Designed to allow the ongoing addition of new CSR opportunities, supporting the client's long-term impact goals.



Summary

- Client
- Challenge
- Solution
- Benefits

| **Summary**

Hexaware partnered with a Big Four accounting firm to develop a global employee engagement platform that unifies CSR initiatives, empowering employees to make a difference. Through intuitive design, cloud-native scalability, and automated tools, the platform helped drive participation, streamline CSR processes, and support the leading professional services firm’s mission to create social impact at scale.



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 www.hexaware.com.

Get in touch