

HEXAWARE

Client Impact Series

Reimagine Salesforce with Hexaware

Smarter CX. Faster time-to-value.



Purpose-built Salesforce services for healthcare, insurance, wealth management, life sciences, and more—designed to drive smarter outcomes and seamless experiences.

At Hexaware, we're reimagining Salesforce to help enterprises move faster, connect smarter, and deliver exceptional experiences across every touchpoint. Through the combined power of Salesforce Data Cloud and Agentforce, we enable businesses to drive personalization, gain real-time insights, and orchestrate automation at scale.



Achieve Measurable Benefits with Hexaware & Salesforce:

- Low-code autonomous AI agents to streamline operations
- Personalized customer and employee experiences with real-time insights
- Scalable AI-powered solutions that accelerate time-to-value
- End-to-end transformation across every Salesforce Cloud
- Future-ready architecture for continuous evolution

As a Summit-tier Salesforce Partner with deep cross-industry expertise, Hexaware delivers consulting, engineering, experience design, and evolution services—turning transformation strategy into scalable success. Discover how we're redefining enterprise success with smarter CX, intelligent automation, and people-first innovation.

Our Service Offerings



Future-Proof Your Business with Modernization

- Migrate seamlessly to Salesforce Industry Clouds (FSC, Health Cloud)
- Execute Hyperforce migrations and legacy CRM upgrades
- Consolidate and optimize Salesforce orgs
- Move from Classic to Lightning with minimal disruption



Extend Capabilities with Smart Implementations

- Build end-to-end processes for lead nurturing, patient, and wealth management
- Enable customer, employee, and partner-centric workflows on Platform Cloud
- Integrate front and back-office data for a unified 360° experience



Evolve Continuously with Intelligent Services

- Drive transformation through automation, DevOps, and test automation
- Conduct deep architecture reviews and manage technical debt
- Boost adoption with continuous improvements and user-centric enhancements



Deliver Personalized Experiences with AI & Data Cloud

- Create unified customer profiles using enterprise data
- Build and manage autonomous AI agents using Salesforce Agentforce and Einstein AI for smarter, realtime customer and employee support
- Deploy low-code AI apps across Sales, Service, and Marketing



Connect Seamlessly with Enterprise-Grade Integration

- Strengthen data quality and governance
- Deliver robust integrations using plugins, AppExchange, or custom builds
- Implement scalable iPaaS solutions using MuleSoft



Industry-Smart Salesforce Solutions

- Enable personalized care, consent management, and patient engagement with Health Cloud
- Power clinical, logistics, and supply chain workflows for CAGT operations
- Transform client relationships into AUM growth through Private Wealth solutions



25%

Faster proposal
generation

Case Study: Global Clinical Research Organization (CRO)

AI-powered bid intelligence accelerates clinical trial proposals and predicts win rates

Business Problem

The client wanted to transform clinical trials bid management by leveraging Salesforce Agentforce and Einstein analytics, enabling data-driven decision-making, operational efficiency, and competitive advantage.

Solution

- Enabled end-to-end bid optimization with Enhanced Bid Intelligence.
- Improved bid precision using Right to Win (R2W) scoring.
- Introduced a one-click Predictive Analytics Dashboard for win-rate forecasting.
- Embedded Real-World Evidence scoring in interactive dashboards.
- Integrated Salesforce Agentforce and Data Cloud with platforms like SiteJung, Databricks, ZoomInfo, and HubSpot for unified intelligence.



15%

Faster resolution
time

Case Study: Leading Global Insurance Provider

15% Faster Resolutions, 8% Less Effort: AI Chatbot Redefines Insurance Plan Servicing

Business Problem

The client aimed to improve customer experience and streamline plan-related operations such as cancellations, modifications, etc. The objective was to reduce dependency on human agents, enhance personalization, and improve operational efficiency by deploying a Salesforce Agentforce chatbot.

Solution

- Deployed an intelligent Salesforce Agentforce chatbot to automate customer queries and plan-related actions.
- Enabled plan management features including cancellations, modifications, and renewals through a seamless self-service interface.
- Leveraged data-driven insights from Salesforce to deliver highly personalized responses.
- Automated routine and repetitive tasks to allow human agents to focus on high-value, complex customer interactions.

8%

Reduction in
human efforts



25%

Decrease in
response time

Case Study: Leading Banking Organization

AI-powered lead generation agent boosts conversions by 15% and cuts response time by 25%

Business Problem

A leading banking institution wanted to improve how it captured leads based on customer prospect inquiries. Their existing chatbot could only handle a limited set of questions and failed to assist with lead capture across broader banking topics. The bank aimed to expand the chatbot's capabilities to engage more prospects and collect lead data into their CRM—reducing the need for physical agent escalations.

Solution

- Implemented a smart virtual agent powered by Salesforce Agentforce to handle a wide range of queries about banking products.
- Enabled the agent to collect basic customer details through the organization's portal and record them as leads in the CRM.
- Provided smooth escalation to physical agents only when the virtual agent couldn't resolve the query.

15%

Increase in leads
captured



14%

Decrease in
customer churn

Case Study: Music Copyright Collective

14% reduction in customer churn with AI-powered case summarization and sentiment analysis

Business Problem

A music copyright organization needed a better way to monitor and improve customer experience. They sought to summarize ongoing customer service cases and surface key sentiment trends that could indicate dissatisfaction. With a goal to reduce churn, the client wanted to proactively identify at-risk customers based on their latest interaction history.

Solution

- Implemented a generative AI solution powered by Salesforce Agentforce, which auto-generated customer case summaries and sentiment analysis.
- Enabled agents to review case overviews and emotional cues directly in their CRM using Einstein's generative AI capabilities. Helped identify frustrated or dissatisfied customers based on recurring keywords and emotional patterns, enabling timely interventions.

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.

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