



HEXAWARE

EUC Remediation of a Legacy Productivity Measurement Tool

Enabling scalable transformation with end-user
computing remediation and BRD generation.

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

The client is a North American multinational banking and financial services corporation, serving over 25 million customers globally.

The client sought an EUC remediation solution that would lay the groundwork for modernizing its legacy productivity measurement tool for officers.



Challenge

Client

| **Challenge**

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The client was operating a complex legacy productivity measurement tool globally for officers across the organization. The tool had been developed over time using multiple Microsoft Access databases. These databases comprised interconnected elements such as forms, queries, tables, macros, modules, and reports. Lacking standardized documentation or governance, the system posed significant risks from both a regulatory and operational perspective. It also lacked scalability for future modernization initiatives.

What the Client Needed:

The client needed a partner to analyze the legacy system, extract the embedded business logic, and generate a comprehensive business requirements document (BRD), which would act as the foundation for any future modernization or migration strategy.



Solution

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- Challenge
- Solution**
- Benefits
- Summary

Hexaware implemented its proprietary framework for end-user computing (EUC) remediation. The implementation spanned three major phases:

- **Accumulation Phase:** The team uploaded and processed multiple Access database files using Hexaware’s automation accelerator. The tool systematically cataloged all system components, including tables, queries, macros, modules, and forms. This helped create an organized and structured inventory of the ecosystem.
- **Remediation Phase:** The next step involved performing visual dependency mapping to trace interactions and relationships across databases. It also flagged missing references and inconsistencies. An integrated private large language model (LLM) was then employed to generate clear, human-readable explanations of legacy code logic in modules and queries. Subject matter experts then reviewed these outputs for completeness.
- **Assimilation Phase:** The project team prioritized critical business flows and reports within the system. These were documented in a structured BRD, with flow diagrams, dependencies, transformation rules, and output mechanisms clearly defined. This ensured the preservation of business logic and traceability for any future system migration or automation.

- Key Deliverables**
- A detailed business requirements document (BRD) covering:
- Business logic narratives
 - Process flows
 - Table-module-query relationships
 - Output and transformation logic
 - A dependency map visualizing cross-database interactions



Benefits

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By leveraging Hexaware's EUC remediation framework and automation-first approach, the client gained a comprehensive understanding of its system with minimal manual effort. The LLM-based code interpretation significantly accelerated documentation, while the visual dependency maps provided clarity on data flows and report generation. The results:

- 40% savings in manual effort
- SME dependency cut down to 20%

Ultimately, this engagement laid the groundwork for future modernization or migration, ensuring that no business-critical process was lost or overlooked.



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Hexaware's EUC remediation engagement empowered a leading North American financial institution to address the risks and limitations of its legacy productivity measurement tool. By systematically cataloging and analyzing the complex Access-based system, Hexaware's end-user computing (EUC) remediation solution delivered a comprehensive business requirements document that preserved critical business logic and clarified system dependencies.

The automation-first approach, enhanced by large language model-driven code interpretation, accelerated the documentation process and minimized manual effort. As a result, the client is now well-positioned to pursue future modernization or migration initiatives with confidence, knowing that all essential processes and data flows are thoroughly documented and understood.



Ready to modernize your legacy systems?

Connect with Hexaware's end-user computing experts today at marketing@hexaware.com and discover how our tailored EUC remediation solutions can accelerate your transformation journey!

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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