

HEXAWARE

Transforming Customer Portal with Microsoft Business Apps

Modernizing Customer Engagement with Microsoft's Low-Code/No-Code Solutions

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A leading professional services company providing assurance, accounting, tax, consulting, business valuations, compliance, and cybersecurity services. The organization serves clients across public and private sectors and relies on digital platforms for secure client collaboration, document exchange, onboarding, and knowledge access.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

Legacy Portal with Limited Scalability and Adoption

The client's custom-built portal, developed over three years, struggled with usability, scalability, and low user engagement. Its architecture and user experience limited the portal's ability to deliver timely business value. The company needed a secure, high-performance, and easily extensible platform to enhance customer collaboration and accelerate digital transformation.

Key Challenges

- Long development timelines (three years) delaying value realization.
- Scalability and performance constraints due to legacy architecture.
- Low adoption and poor user experience among business users.
- Time-consuming rollout for new or updated features.
- High security requirements for storage and retrieval of sensitive client documents.



Solution

Client

Challenge

Solution

Benefits

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Low-Code/No-Code Customer Hub

Hexaware conducted technical, functional, Agile, and UX assessments of the existing portal and recommended a low-code/no-code modernization strategy. The solution leveraged the Microsoft technology stack—Microsoft Power Pages, D365 Dataverse, and Azure Logic Apps, with Azure DevOps for CI/CD and governance.

Hexaware designed and implemented a Microsoft Power Pages–based Customer Hub, powered by D365 Dataverse and Azure services for seamless integration and automation. Key capabilities included:

- Enabled self-service onboarding with automated approvals and role-based access.
- Provided secure document sharing, storage, and approval workflows to track Provided By Client (PBC) documents from submission to approval.
- Delivered subscription-based access to services including knowledge management, document management, and technical support.
- Embedded a third-party knowledge tool to surface knowledge articles within the portal.
- Built enhanced dashboards and reports for engagement and PBC visibility.

- Adopted a hybrid onshore/offshore support model with Agile methodology for rapid delivery.
- Upgraded the portal from Bootstrap 3.6 to 5.0, modernizing the UI.

Technology Stack

- Microsoft Power Pages – Portal front-end.
- Microsoft D365 / Dataverse – Backend data and entity management.
- Microsoft Azure Logic Apps – Integration and automation.
- Microsoft Azure DevOps – Delivery pipelines and governance.
- Third-party integrations – Knowledge management tools, ServiceNow.

Implementation Approach

Hexaware conducted an initial assessment and roadmap exercise focused on low-code/no-code modernization. The first release of the Customer Hub was delivered within nine months, addressing core user needs and improving performance. Subsequent releases introduced enhancements and “good-to-have” features based on user feedback and backlog prioritization.

The hybrid delivery model combined onshore business engagement with offshore engineering to maintain responsiveness and cost efficiency.



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Measurable Outcomes Driving Customer Experience Excellence

22K+
users and 10K customers onboarded at launch, enabling faster client engagement.

40%
increase in user adoption and 80% positive feedback on usability.

50,000+
documents shared per month, enhancing secure client collaboration.

Improved portal performance, scalability, and user efficiency, leading to improved customer satisfaction.

Faster feature releases enabled by the low-code and Agile delivery model.



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Enabling a Connected, Scalable Client Experience

By transitioning from a custom-built portal to a Microsoft-based low-code/no-code Customer Hub, the client achieved faster time-to-value, modernized user experience, and scalable document and knowledge management. Hexaware’s Agile and hybrid delivery approach enabled rapid rollout of core capabilities and iterative improvements—resulting in measurable gains in adoption, satisfaction, and collaboration.



Transform your customer engagement with Hexaware's Microsoft-powered solutions. Learn how we enable secure, scalable, and connected client experiences.
Reach out to marketing@hexaware.com

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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