

HEXAWARE

Client Impact Series

Transforming Enterprises with Microsoft Business Apps

Real-World Success Stories



Overview

Future-ready enterprises thrive with Microsoft Business Applications, enabled by Hexaware's expertise.

At Hexaware, we empower enterprises to move from intent to innovation faster with Microsoft Business Applications. By uniting the power of Dynamics 365 and the Microsoft Power Platform, we help organizations simplify complexity, accelerate transformation, and scale with confidence.

Our expertise combines low-code capabilities, AI agents infused with vibe coding energy, and deep domain knowledge to deliver connected, intelligent solutions that drive measurable business impact.

Achieve Measurable Benefits with Hexaware & Microsoft Business Applications:

- Low-code AI agents to accelerate innovation and automation.
- Personalized, data-driven solutions powered by real-time insights.
- Seamless integration across Dynamics 365, Power Apps, Power Automate, Power BI, & Virtual Agents.
- Future-ready architecture for continuous evolution.



Our Solutions

Advisory & Governance	App-as-a-Service	Team-as-a-Service
Establish a strong foundation for transformation. We help build Centers of Excellence, governance frameworks, and best practices that drive consistency, agility, and innovation across your enterprise.	Turn bold ideas into powerful applications—fast. With turnkey design and deployment powered by vibe coding, accelerate prototyping, iteration, and time-to-value to stay ahead of business demands.	Scale your innovation engine with flexible pods of architects, developers, designers, and testers. Our agile teams transform your ideas into intuitive, high-impact applications.
Portals with Power Pages	Lotus Notes Modernization	Robotic Process Automation with AI Agents
Create engaging experiences for partners, customers, and employees. Vibe coding simplifies integration and customization—so your portals are faster to design, deploy, and scale.	Reimagine legacy Domino apps for the future. Our end-to-end assessment and migration approach moves your applications seamlessly to the Microsoft Power Platform, improving scalability, usability, and performance.	Drive operational excellence with intelligent automation. Combine RPA, cognitive services, and AI agents to create adaptive workflows that reduce manual effort and scale with business needs.
Tech Debt Reduction	CRM Migrations	Quick Implementation
Strengthen application resilience and performance. We assess existing implementations, enhance key features, and systematically reduce technical debt—leveraging AI where appropriate—to free your teams for innovation.	Move forward with confidence. Migrate from Salesforce, SAP, or Siebel CRM to Microsoft Dynamics 365, or transition from on-premises CRM to the cloud for greater agility, integration, and cost efficiency.	Accelerate results with rapid deployment of Dynamics Sales, Service, and Field Service—delivered in weeks through prebuilt accelerators. Extend value with bolt-on solutions for Loyalty, Wealth Management, and Contract Management.



Case Study: Leading UK Utility Provider

Microsoft Business Applications drive rapid IT transformation and operational efficiency

Business Problem

A leading UK utility serving millions of customers faced legacy constraints, fragmented data, and high manual workloads that slowed response times and increased costs. Disjointed customer platforms and limited real-time insights hindered service quality and agility, while technical debt and duplicated systems restricted scalability and raised Azure consumption.

Solution

- Established an App Factory and Center of Excellence to standardize modernization using Microsoft Power Platform and Dynamics 365.
- Modernized field engineer apps for offline access with Power Apps and enabled citizen development for rapid innovation.
- Automated critical workflows with Power Automate and deployed 25+ RPA bots.
- Transformed Dynamics 365 Customer Service with unified 360° profiles, omnichannel engagement, and SAP/CTI integration.
- Optimized Azure consumption and reduced technical debt through data archival and refactored CRM architecture.

25%

Increase in customer satisfaction

50%

Reduction in development costs



1000+

Users supported
across global
operations

Case Study: Global Multilateral Bank

Automating operations with Dynamics 365 & Power Platform improves efficiency and embeds sustainability

Business Problem

The client, a leading international bank, struggled with fragmented customer records across multiple systems. This siloed approach hindered onboarding, loan processing, and decision-making, introducing errors and inefficiencies. Manual processes slowed operations, while evolving sustainability reporting standards (ESRS, ISSB) required timely, auditable data.

Solution

- Rolled out Dynamics 365 CRM as a single source of truth with consolidated reporting and automated workflows.
- Automated loan validation, disbursement, and onboarding by integrating Microsoft Business Apps with the data platform.
- Embedded environmental & social (E&S) data into credit and reporting processes, advancing sustainability goals.
- Leveraged Dynamics 365, Power Platform, Azure services, and Microsoft Copilot—enhanced with vibe coding productivity gains.



Higher

product adoption
and awareness
across business
units

Case Study: Big 4 Professional Services Firm

Dynamics 365 CRM drives product adoption and transforms internal collaboration

Business Problem

The client, a global leader in professional services, faced challenges with the underutilization of its software products across business units. Product information was scattered in silos, collaboration relied on emails, and customer journey insights were missing. As a result, business units often requested solutions that already existed, impacting productivity, adoption, and customer satisfaction.

Solution

- Implemented Microsoft Dynamics 365 CRM as a centralized product repository and single source of truth.
- Enabled Customer 360 and Product 360 for unified visibility into usage, value, and revenue.
- Integrated CRM with Microsoft Teams, Azure DevOps, Outlook, and ADA for real-time collaboration.
- Introduced advanced tracking, analytics, and AI-driven Copilot insights for adoption monitoring.
- Conducted phased rollouts with training, change enablement, and continuous optimization.

Stronger

collaboration
between sales and
product teams

Data-driven

decision-making
supported by
advanced analytics



45%

Productivity
increase
for support
personnel

Case Study: Leading Healthcare Insurance Provider

Dynamics 365 CRM enhances efficiency and reduces costs for global health insurer

Business Problem

Our client, an international healthcare group serving **22M+ customers in 190+ countries**, aimed to automate complex workflows and deliver personalized experiences at scale. However, disparate data sources, lack of a Customer 360 view, reliance on legacy .NET systems, extended claims cycles, and siloed service operations created inefficiencies. These challenges slowed sales, increased attrition risks, and limited cross-sell/upsell opportunities.

Solution

- Unified Customer 360 view by integrating Dynamics CRM with core systems (eKYC, Policy Engine, Data Warehouse).
- Automated lead-to-order processes with intelligent lead scoring, routing, and SLA-driven workflows.
- Streamlined claims management via Dynamics Power Portal and AI-driven form processing.
- Enhanced security, compliance, and approval processes with automation and e-signature.
- Implemented chatbot support, automated system health checks, and reusable codebase to boost efficiency.

10%

Year-over-year decrease
in support costs



Case Study: Leading Professional Services Company

Modernized customer portal drives adoption and agility with Microsoft Business Applications

Business Problem

A leading professional services firm offering assurance, accounting, tax, consulting, compliance, and cybersecurity services sought to modernize its legacy client portal. The existing custom-built portal faced major usability, scalability, and adoption challenges. Slow feature rollouts, poor user experience, and limited integration capabilities hindered client engagement and business agility.

Solution

- Designed and implemented a Microsoft-based Customer Hub using Power Pages as the front end and Dynamics 365 Dataverse as the data layer.
- Automated client onboarding, approvals, and access management through low-code workflows.
- Enabled secure document exchange, tracking, and approval workflows for PBC (Provided By Client) documents.
- Integrated knowledge management tools and Azure Logic Apps for seamless data flow and automation.
- Delivered reporting and dashboards for engagement-level visibility and client insights.

40%

Increase in
user adoption

80%

Positive feedback
on portal usability

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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