HEXAWARE

CLIENT IMPACT SERIES

Agentic Delivery for Microsoft AI Business Solutions

Real-World
Success Stories



Overview

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

At Hexaware, we empower enterprises to move from intent to innovation faster with Agentic Microsoft AI Business Solutions. By uniting the power of Microsoft 365, Dynamics 365, and Microsoft Power Platform, we help organizations automate processes, 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 and Microsoft AI Business Solutions:



Low-code AI agents to accelerate innovation and automation



Legacy processes modernized on Power Platform, powered by agents



Personalized, data-driven solutions powered by real-time insights



Seamless integration across Copilot agents, Power Apps, Power Automate, Power BI, and Dynamics 365



AI-assisted build—agentic experiences, shipped faster



Future-ready architecture for continuous evolution

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Our Solutions

From Strategy to Scale—Agentic by Design



Advisory and Governance

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.



Intelligent Grant Management

An AI-powered grant management platform on Dynamics 365 that automates the lifecycle from application to impact—so funders decide faster, comply effortlessly, and spend their time on outcomes, not admin.



Migrate to Agentic Dynamics CRM

A de-risked, accelerator-driven move from any CRM to Intelligent Dynamics 365 that cuts CRM cost by up to half, unifies CRM with Microsoft 365 and Azure, and puts Copilot in front of every seller and agent.



Portals with Power Pages

Create engaging experiences for partners, customers, and employees. Vibe coding simplifies integration and customization—so your portals are faster to design, deploy, and scale.



From Legacy Apps to Agentified Solutions

Hexaware's Zerovity™ recovers decades of undocumented logic, tracing every rule back to source code within a day, then prototypes and builds governed Power Apps, Power Automate, Dataverse, and Copilot agents.

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Our Solutions

From Automation to Agentic Delivery—Faster



From RPA to Agents with CUA

Turn your existing RPA investments into intelligent, adaptive agents. Using Computer-Use Agents (CUA), we convert brittle, rule-based bots into AI agents that see and operate applications the way people do. They handle UI changes, exceptions, and unstructured inputs without constant script maintenance. The result is less manual effort, fewer broken workflows, and automation that scales with your business.



Tech Debt Reduction

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.



Compliance Intelligence for UK Water

A pre-built Microsoft Power Platform solution that uses AI and intelligent automation to evidence, own, and close every EA compliance report and wastewater investigation on one record regulators can audit.



Agent Fast-Start: Copilot Studio Agents in Weeks

We take your highest-value use case from idea to a governed, production-ready Copilot Studio agent in four weeks—integrated with your systems, secured with Agent 365, and measured against business outcomes.

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Success Stories

Case Study: Big Four Firm

AI-Powered Billing Agent

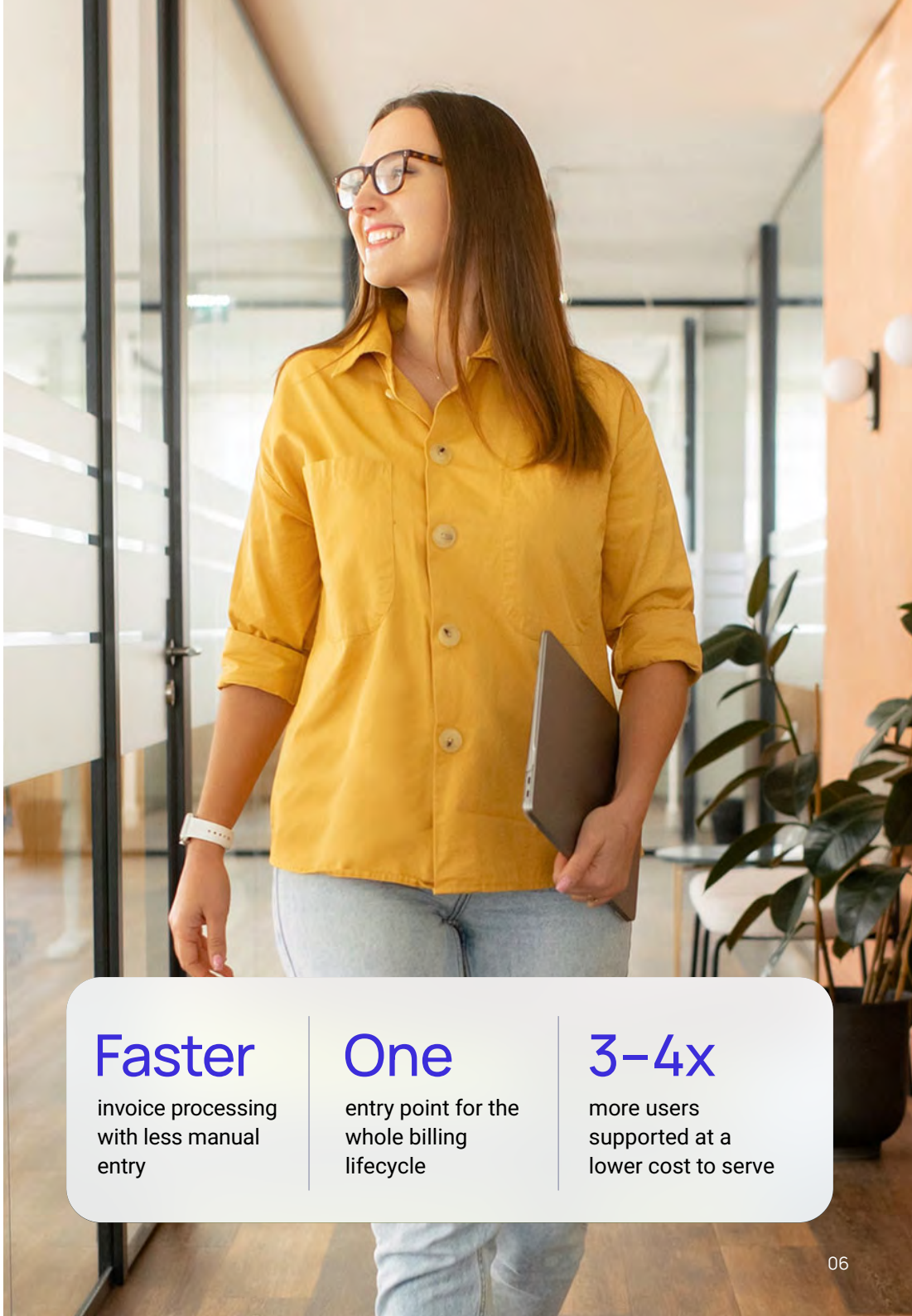
Hexaware brings SAP invoicing into Microsoft Teams with a conversational Billing Agent built on Microsoft Copilot Studio.

Business Problem

The firm's billing teams raise and correct client invoices directly in SAP ECC. Each task, from new invoices and adjustments to credit memos and reversals, follows its own screen-heavy transaction path. Users re-key engagement data, contacts, addresses, and PO references that already exist in SAP, which slows processing and invites errors. The process also demands specialist SAP knowledge and must scale to several hundred users across the US, UK, and France.

Solution

- Built an AI Billing Agent that lets the firm's billing users complete SAP billing tasks through a guided conversation in Microsoft Teams and Microsoft 365 Copilot.
- Covered invoice creation, adjustments, credit memos, reversals, reissues, attachments, and billing guidance.
- Pulled engagement billing data from SAP into Adaptive Cards that keep every mandatory field, with defaults pre-filled so users edit only what changed.
- Added a review step so users approve a draft PDF before finalization.
- Built on Copilot Studio with GPT-5 Chat, Power Automate, Dataverse, and Azure Log Analytics, connecting to SAP ECC through BAPI/RFC and OData.



Faster
invoice processing with less manual entry

One
entry point for the whole billing lifecycle

3–4x
more users supported at a lower cost to serve

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Case Study: Leading UK Utility Provider

Intelligent Environmental Compliance: Centralizing Permit Breach Investigation and Regulatory Reporting on Microsoft Power Platform

Business Problem

The client managed environmental compliance through a patchwork of email inboxes, spreadsheets, and shared drives. Environment Agency Compliance Assessment Reports arrived as unstructured, image-based PDFs and were processed by hand, while wastewater network investigations were tracked across disconnected tools with no consistent, auditable lifecycle. The result was limited visibility of action ownership and deadlines, missed or overdue corrective actions, and lost traceability between a permit breach and its closure.

Solution

- Delivered two applications on Microsoft Power Platform, sitting on one governed Dataverse compliance model.
- Built a CAR Management solution that applies AI-driven OCR, NLP, and ML to read scanned Compliance Assessment Reports, extract compliance data, and route findings as owned, dated actions with automated reminders, escalation, and EPR response generation.
- Built a Waste Water Network Investigations application that runs the lifecycle end to end—validated trigger through operational, capital, and five-stage SOAF journeys—with auto-allocation by drainage area and permit, staged handoffs between accountable teams, and audit history.
- Migrated historic records into a single source of truth, with Power BI undertaking and KPI reporting.



~85%
less manual effort

0%
manual reporting or missed deadlines

Improved
EA and Ofwat reporting

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Case Study: Global Multilateral Bank

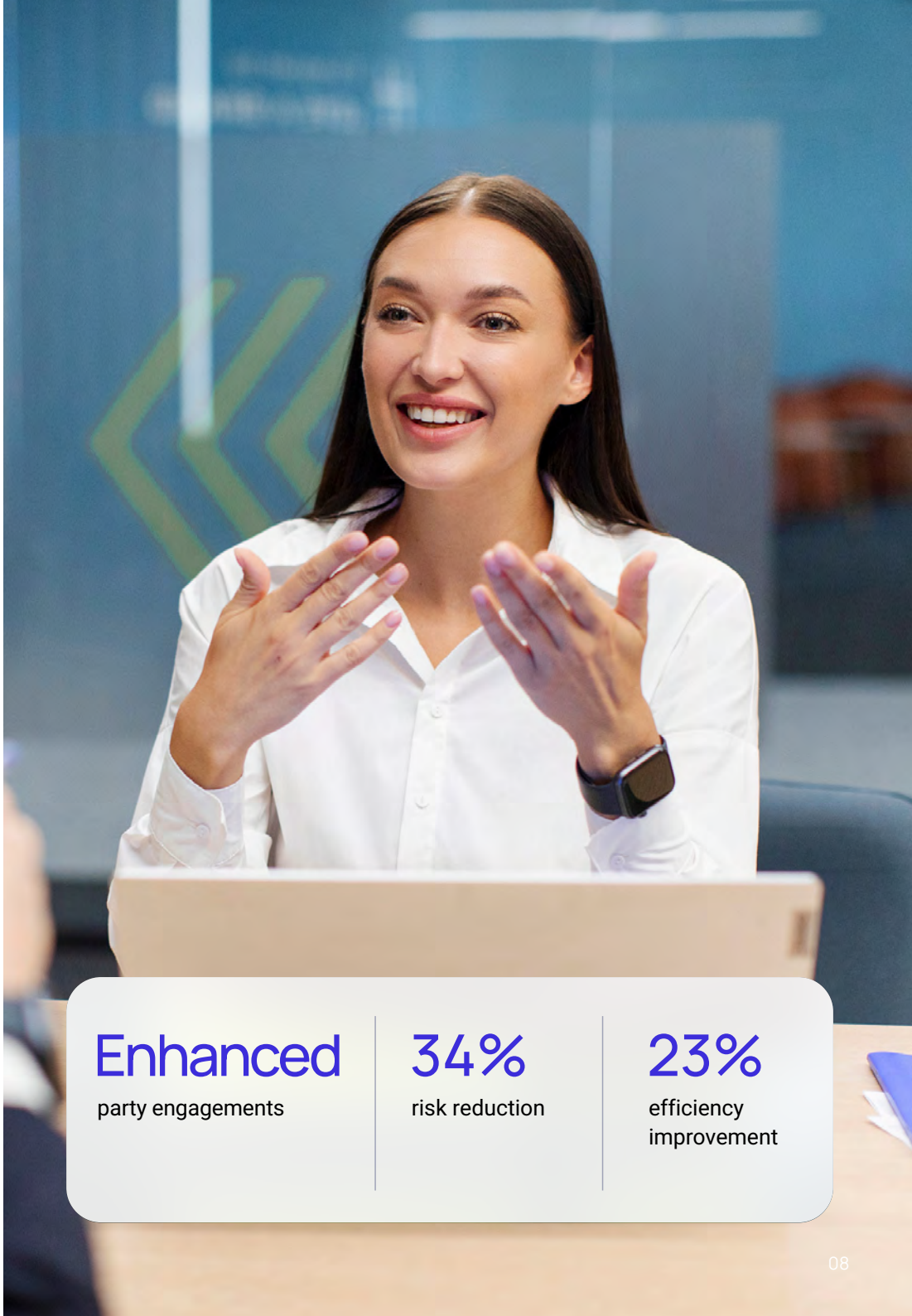
Automating operations with Dynamics 365 and Power Platform improves efficiency and embeds sustainability

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 for party management, with consolidated reporting and automated workflows.
- Intelligent grant processing—automated loan validation, disbursement, and onboarding by integrating Microsoft Business Apps with the data platform.
- Enabled Power Pages portals for customer engagement and document exchange.
- Embedded environmental and 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 and GitHub Copilot agents for productivity gains.



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Case Study: Big Four Professional Services Firm

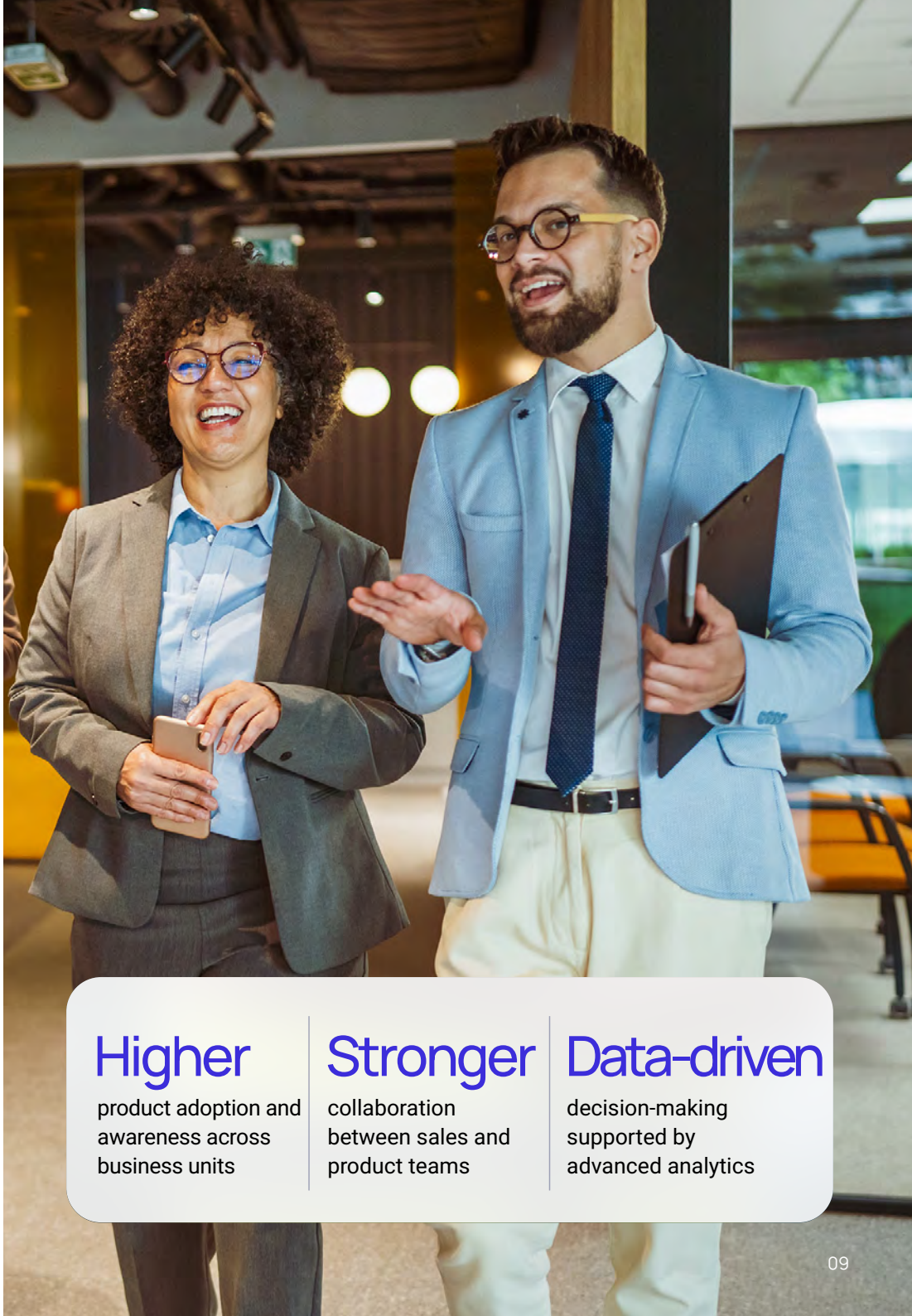
Power Platform and Dynamics 365 drive product adoption and transform internal collaboration

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 Dataverse 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 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.



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Case Study: Leading Professional Services Company

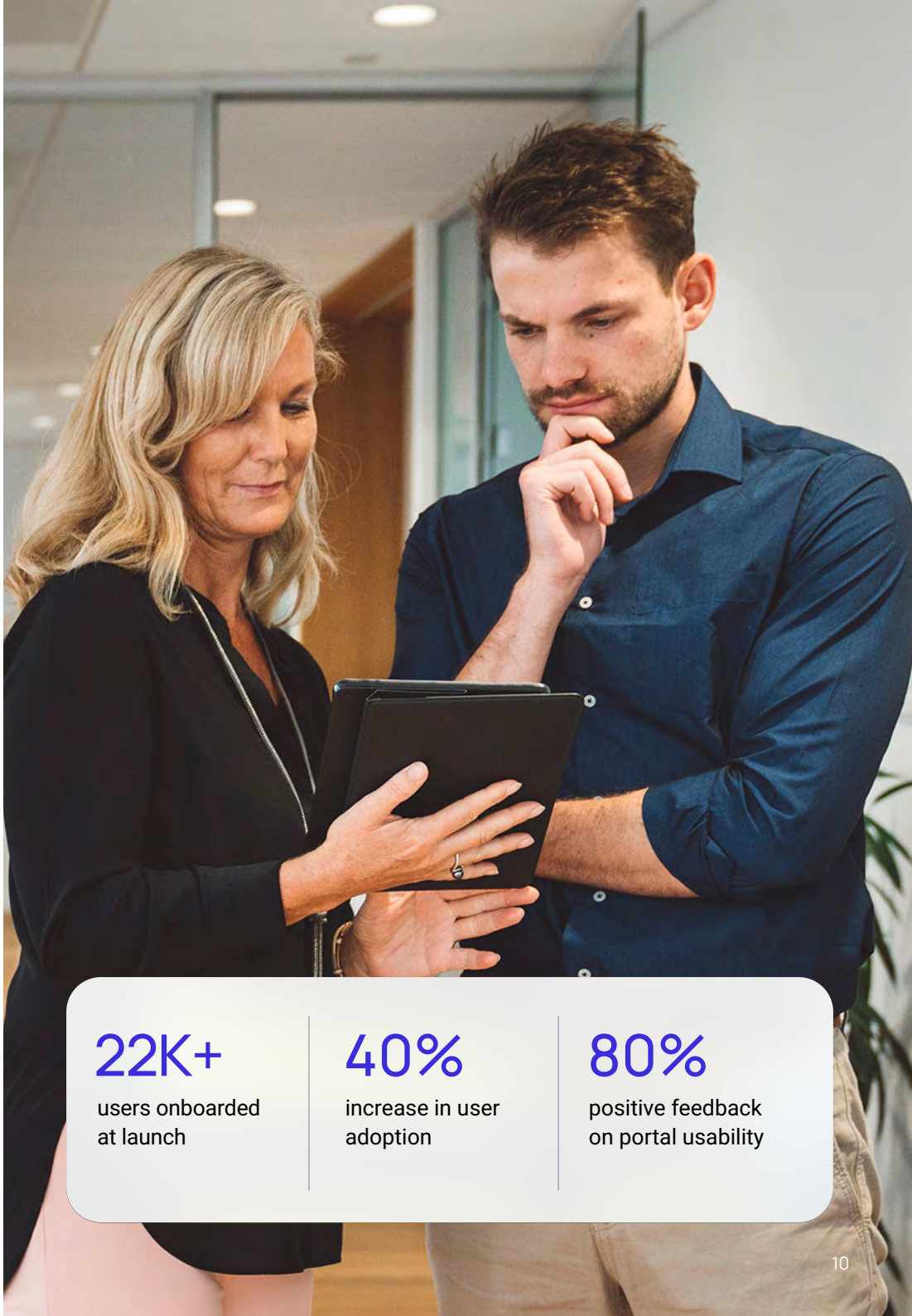
Modernized customer portal drives adoption and agility with Microsoft AI Business Solutions

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.



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From Intent to Impact

Agentic Microsoft AI Business Solutions, delivered.

Across billing, environmental compliance, lending, product adoption, and client portals, one pattern holds: enterprises move faster when AI is built on governed data, low-code platforms, and deep domain knowledge.
Hexaware brings all three—pairing Microsoft 365, Dynamics 365, Power Platform, and Copilot Studio with accelerators such as Zerovity™ and Agent Fast-Start to move high-value use cases from idea to production faster.



~85% less manual effort in environmental compliance



3–4x more billing users supported at a lower cost to serve



34% risk reduction for a global multilateral bank



22K+ users onboarded at launch on a Power Pages client hub

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HEXAWARE

Interested in accelerating your business outcomes?

Let's start the conversation. Reach us today at **marketing@hexaware.com** and discover how our expertise can accelerate AI adoption across your enterprise.

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.

Get in touch

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