

HEXAWARE

Digital Transformation in Utilities with Microsoft Business Applications

Accelerating digital modernization through Microsoft Power Platform and Dynamics 365.

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Leading UK utility provider

A leading UK utility providing clean water and wastewater services sought to modernize operations to boost productivity, enhance customer experience, and build a future-ready IT landscape. With legacy systems and escalating operational costs, the organization partnered with Hexaware to accelerate digital transformation and unlock measurable value.



Challenge

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Breaking free from legacy and silos

The client faced interconnected operational and technology challenges that limited agility and service quality:

- Fragmented and outdated systems that slowed data integration and responsiveness to business needs
- High manual workload and disjointed customer service tools, increasing average handling time (AHT)
- Limited self-service options and restricted omnichannel coverage (mostly phone and email)
- Technical debt, inefficient data storage, and performance issues driving high Azure consumption
- Process and application duplication causing licensing inefficiencies and limiting scalability
- Lack of real-time insights and predictive analytics for proactive service delivery
- Slow turnaround from business problem statements to project delivery



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Powering agility with Microsoft innovation

Hexaware partnered with the client to deliver end-to-end transformation leveraging Microsoft Power Platform and Dynamics 365 Customer Service. Built around an app factory model and CRM harmonization strategy, the program enabled governed, large-scale modernization rapidly.

Key solution elements:

App Factory and Center of Excellence (CoE):

- Implemented reusable templates, governance frameworks, and a centralized CoE for standardized and scalable modernization of legacy apps and the underlying data estate.
- Modernized field engineer apps to support offline and low-network scenarios via Power Apps.

Citizen Development and Governance:

- Trained employees of the client as citizen developers to drive decentralized innovation.
- Established Power Platform governance, policies, logging, and ADO pipelines for compliant app development.

Workflow Automation and Insights:

- Automated critical workflows via Power Automate and 25+ RPA bots to eliminate routine manual tasks.
- Built real-time Power BI dashboards for operational visibility and predictive analytics for proactive decision-making.

Dynamics 365 Customer Service Transformation:

- Delivered unified 360° customer profiles and consolidated service histories for faster resolution.
- Refactored business units, forms, and plugins to reduce CRM technical debt and licensing costs.
- Expanded omnichannel engagement to web and social channels and migrated legacy SSIS integrations to Azure API Management (APIM).
- Integrated with SAP for field services and initiated CTI integration to enhance contact handling.
- Implemented data archival, log cleanup jobs, and Azure consumption optimization to lower cloud costs and improve reliability.

Hackathons and Vibe Coding:

Enabled rapid app development through vibe coding in Power Apps (Plan Designer and AI), creating a production-grade compliance and reporting solution within eight weeks – from ideation to integration with SAP data.

Technologies used:

- Microsoft Dynamics 365 Customer Service
- Microsoft Power Platform: Power Apps, Power Automate, Power Pages, Power BI, Copilot Studio, Dataverse
- Azure API Management (APIM)
- SQL Server, SAP, CTI integration



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Speed, savings, and smarter service

The engagement delivered measurable, organization-wide improvements in delivery speed, efficiency, and customer satisfaction:

- **Faster delivery and reduced cost:** 3× faster app delivery and 50% lower development cost through low-code innovation and simplified maintenance.
- **Operational efficiency:** Automated 60% of manual processes, cutting average resolution time by 40%
- **Enhanced customer experience:** 25% rise in customer satisfaction and 30% improvement in first-call resolution.
- **Empowered workforce:** Over 50 apps developed by citizen developers in the first year, reducing dependence on central IT teams for routine innovation.
- **Future-ready architecture:** A governed, scalable platform with reduced technical debt, optimized Azure usage, and stronger integration posture.



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Building a foundation for continuous innovation

By combining Microsoft's Business Applications with Hexaware's app factory model and citizen-led innovation approach, the client achieved faster time-to-value, improved customer experience, and long-term digital agility. The initiative not only resolved legacy challenges but also established a governed, low-code ecosystem that continues to deliver measurable business impact. With enhanced data visibility, automation-led efficiencies, and empowered teams driving innovation from within, the client is now equipped to evolve continuously, respond to customer needs in real time, and scale transformation across the 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 www.hexaware.com.

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