

HEXAWARE

End-to-End Cloud Managed Services Transformation

42% reduction in resolution time through
streamlined processes and automation.

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A leading UK-based retail organization with a multi-billion-pound revenue base. The company operates an extensive digital infrastructure and manages a complex IT environment with hundreds of applications across thousands of network devices.



Challenge

Client

Challenge

Solution

Benefits

Summary

Managing Complexity in a Multi-Vendor Environment

The client faced significant operational challenges in their IT landscape:

- **Fragmented vendor management:** Difficulty in leveraging enterprise managed cloud services across multiple vendors due to operational silos and coordination complexity.
- **High incident volume:** Approximately 8,000 monthly tickets across 336 applications and 2,269 network devices.
- **Limited visibility:** Lack of unified monitoring across application and infrastructure layers.
- **Security gaps:** Absence of a 24x7 Security Operations Center (SOC) with modern threat detection capabilities.
- **Service delivery inefficiencies:** Inconsistent support experience across corporate offices, stores, and distribution centers.
- **Slow time-to-market:** Manual processes were hindering the enterprise IT transformation initiatives.



Solution

Client

Challenge

| **Solution**

Benefits

Summary

Integrated Command Center with End-to-End Custodianship

Hexaware implemented a comprehensive IT managed services model featuring integrated cloud managed services capabilities with:

- 24x7 integrated command center for application and infrastructure monitoring with end-to-end ownership.
- **Advanced SOC monitoring services:** 24/7 operations with SIEM and advanced threat detection capabilities.
- **Hybrid service desk model:** UK and India-based teams with specialized pods for stores/distribution centers and corporate functions.
- **Automation-driven support:** Self-service enablement, reducing manual intervention.
- **ServiceNow SIAM platform:** Centralized policies, procedures, processes, and training materials.
- **Continuous improvement program:** Targeted incident reduction across critical applications.
- **Specialized network support:** Dedicated SD-WAN environment management.



Benefits

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Measurable Performance Gains and Operational Excellence

The IT managed services, with a cloud managed services approach, delivered measurable performance gains:

- 42% reduction in resolution time through streamlined processes and automation.
- 23% reduction in alerts via intelligent event correlation and suppression.
- Single managed services provider consolidation replacing multiple service providers, reducing management overhead.
- Enhanced user experience with a hybrid service desk model addressing communication challenges during business hours.
- Improved security posture with continuous SOC monitoring and threat detection.
- Faster time-to-market enabled by automation and self-service capabilities.



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As the primary managed services provider, Hexaware successfully transformed the client's IT operations from a fragmented multi-vendor model to a unified enterprise managed cloud services delivery system. We delivered a complete enterprise IT transformation solution by implementing an integrated command center with 24/7 monitoring, advanced security capabilities, and intelligent automation. This resulted in significant performance improvements—reducing resolution times by 42% and alerts by 23%—while delivering enhanced security, operational efficiency, and user satisfaction across the organization's extensive retail network.



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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