

A woman with short grey hair, wearing a white lab coat over a grey sweater and a blue lanyard, is looking down at a tablet computer. She is in a laboratory setting with various pieces of equipment and glassware visible in the background. The image has a blue tint overlay.

HEXAWARE

Strategic CRO Automation: \$50M+ Annual Savings for a Global CRO

Winner in the ISG Digital Case Study
Awards 2024

Case study

Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A Global Force in Clinical Research

The client is one of the world’s leading clinical research organizations (CROs), trusted by pharma and biotech innovators to run trials that shape the future of medicine. With a global footprint, a commitment to scientific excellence, and relentless focus on speed and safety, the organization was poised for a digital leap.

By 2018, they knew they couldn’t scale innovation without transforming operations, and automation in clinical trials was key. But ambition alone wouldn’t get them there. They needed a partner who could match their pace, understand the complexities of clinical operations, and deliver value—fast.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

Disconnected Systems, Derailed Progress

The CRO launched a comprehensive enterprise-wide automation program to improve cost-efficiency and streamline operations. But soon, progress stalled.

Here's what they were up against:

- Their internal Center of Excellence (CoE) couldn't scale to meet enterprise needs
- Different business units used disconnected technologies and siloed processes
- There was no unified governance model or strategic roadmap
- And worst of all, automation wasn't aligned with broader business goals

What started as a promising initiative risked becoming just another IT program without meaningful outcomes.

That's when they turned to Hexaware.



Solution

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Automation with Intent, Intelligence, and Impact

Hexaware, a trusted partner for over 15 years, stepped in—not just to fix what was broken, but to reimagine what was possible. Our team brought not just tools, but a transformation mindset: one rooted in domain expertise, scalable frameworks, and the power of AI.

Together, we deployed over 50 automation projects across:

- 3 global business units
- 6 regional business units
- Multiple corporate functions.

Here's what made the difference:

- Task-level automation to streamline repeatable, manual processes
- Business process automation using RPA, APIs, and Python—designed for flexibility and speed

- Advanced cognitive automation with AI, ML, NLP, OCR, and deep learning—powering complex decision-making
- Generative AI applications to accelerate clinical trial management, optimize IT operations, and elevate service delivery

Crucially, every solution was grounded in a multi-year roadmap, tightly aligned to enterprise strategy, with clear KPIs to measure success. No wasted cycles. No siloed efforts. Just intelligent automation—designed for impact.



Benefits

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Real Cost Savings, Real Sustainability, Real Scale

- The transformation had a massive impact—and even bigger numbers.
- **\$50M+ in annualized savings** across business units
 - **50+ automation projects** delivered across global and regional teams
 - **Elimination of legacy systems** and redundant processes
 - **Faster decision-making** and accelerated operations
 - **Lower carbon footprint**, contributing to long-term sustainability goals



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Driving Efficiency, Fueling Sustainability

What began as a stalled automation effort turned into a multi-million-dollar success story. Hexaware’s AI-first approach and deep clinical domain knowledge delivered enterprise-wide automation, cutting \$50M+ in costs, and building for the future.

This case study is a clear win—operationally, financially, and in the eyes of the life sciences industry.

Standout Case Study

2024

Healthcare and Life Sciences

North America





Scale smarter. Save bigger. Move faster.

Partner with Hexaware to turn automation into a strategic advantage—powered by AI, GenAI, and real-world results. Reach out to us at 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 <https://www.hexaware.com>.

Get in touch