

HEXAWARE

AI Center of Excellence (CoE) for Legacy Modernization at a Digital Imaging Company

Consulting-led AI Transformation Strategy

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A Leader in Digital Imaging

Our client is a leading US-based digital imaging company specializing in office imaging, production print, and document management systems. With a strong global presence and a legacy of innovation, the company helps enterprises transform document-intensive processes through advanced print and imaging technologies.



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Laying the Groundwork for AI Transformation

As digital transformation reshaped the industry, the company realized its legacy systems could no longer keep pace with modern business demands. Manual workflows within its document processing increased costs, caused frequent downtimes, and limited visibility across operations. These inefficiencies directly impacted customer responsiveness, with turnaround times exceeding five days.

At the same time, limited in-house AI expertise made it difficult to scale automation and analytics initiatives across business units. Growing document volumes added further strain to existing systems, while long development cycles slowed innovation. Without centralized monitoring, performance varied across regions.

Collectively, these challenges underscored the need for a unified transformation strategy—one that would modernize legacy systems, strengthen AI capability, and create a scalable, cloud-enabled foundation for enterprise-wide agility and innovation.



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Hexaware’s Consulting-Led AI Transformation

Hexaware partnered with the client to establish a dedicated AI Center of Excellence (CoE)—a scalable framework to modernize legacy systems, accelerate innovation, and embed AI-driven intelligence into business operations.

The engagement began with consulting-led workshops to identify AI use cases aligned with business goals. We created a roadmap for phased transformation, ensuring quick wins through pilots while enabling long-term scalability and sustainability.

AI Center of Excellence (CoE) with Two Parallel AI Pods

Hexaware’s solution balanced speed with stability — driving rapid transformation through automation and AI while maintaining operational continuity.

The dedicated AI CoE, built around two parallel AI pods, became the engine for scalable innovation and seamless modernization across the client’s business ecosystem.

AI Pod 1: Transformation Pod – Driving Intelligent Automation

- Built an automated, cloud-native document digitization platform using AWS Textract and generative AI.

- Implemented continuous automation to minimize human rerouting.
- Seamlessly integrated the evolved platform into the target-state enterprise architecture.

AI Pod 2: Lights-On Pod – Sustaining and Scaling Operations

- Supported 50+ existing IDS customers operating on legacy Parascript-powered systems.
- Gradually migrated workloads to Textract and GenAI pipelines.
- Enhanced automation to minimize manual intervention, ensuring business continuity during transformation.

Expanding AI at Scale: MLOps and Talent Enablement

To make AI adoption sustainable and enterprise-ready, Hexaware focused on operationalizing AI at scale.

- Deployed MLOps frameworks on AWS for scalable experimentation, monitoring, and deployment.
- Introduced a talent enablement program to upskill client teams on AI/ML operations and best practices, ensuring sustainable in-house capability.

Transformation through AWS-Powered Intelligence

The modernization journey was powered by AWS’s cloud-native ecosystem, which served as the foundation for scalability, automation, and AI innovation.

Hexaware leveraged AWS Textract for intelligent document digitization and Generative AI services to extract and process data with higher accuracy and speed. Through MLOps frameworks, the client gained standardized pipelines for model development, testing, and deployment, enabling faster experimentation and operational consistency across teams.

Together, all these layers formed an integrated solution that redefined how the enterprise managed documents — from legacy dependence to AI-led agility. The result was a system designed not only to solve current challenges but also to evolve continuously.

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Measurable Impact through AI Transformation

The establishment of the AI Center of Excellence (CoE) delivered tangible business outcomes, translating modernization goals into quantifiable results across speed, scale, and efficiency.

5X Increase in Document Processing Volume

Through end-to-end automation and intelligent document processing workflows, the client achieved five times higher throughput, processing significantly larger document volumes with no additional headcount.

80% Reduction in Turnaround Time (TAT)

AI-driven digitization reduced average SLA from five days to same-day processing, dramatically improving customer satisfaction and responsiveness.

4X Productivity Gains in Human Indexing

Enhanced automation workflows enabled staff to complete four checks in the time previously needed for one, freeing teams to focus on higher-value tasks.

77% Fewer Documents Sent for Human Review

By automating document classification and validation, the solution cut manual review workloads by 77%, driving measurable cost savings.

Accelerated Innovation Cycles

New AI capabilities could be developed and deployed within weeks, not months—giving the company a competitive edge in a fast-moving market.

Future-Ready AI Foundation

The AI CoE established a reusable, scalable operating model, positioning the client to extend GenAI-based automation across business lines including print, logistics, and support services.



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The Future of Intelligent Document Management

With Hexaware's partnership and AWS-powered AI infrastructure, the client has successfully transitioned from manual, legacy-driven processes to a cloud-native, AI-led enterprise.

The newly established AI Center of Excellence continues to drive innovation and operational excellence. Teams now experiment, deploy, and scale AI models—creating a culture of continuous improvement.

Today, the company is expanding its AI capabilities to new business units, leveraging the CoE as the foundation for enterprise-wide transformation in digital imaging and document management.



Build Your AI CoE for Scalable Transformation

Modernize legacy systems, scale automation, and drive measurable impact with a structured AI strategy. To explore how Hexaware can accelerate your journey, write to 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>.

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