

HEXAWARE

Client Impact Series

Responsible and Scalable Enterprise AI Solutions



Build Your AI-First Outlook

Our GPT Approach Checks the Right Boxes

- Enhance your transformation strategy by embedding AI, GenAI and Agentic AI across every business function.
- Accelerate decisions with autonomous intelligence, advanced analytics, and multi-model orchestration.
- Streamline transformation roadmaps using powerful AI accelerators, reusable patterns, and industry-ready agents.
- Leverage our expertise with all major cloud AI platforms & foundation models to ensure success at scale.



Growth

Identify domain, functional & external AI use cases to drive revenues and new business models

- Sales & Marketing
- Customer Experience & Personalization
- Supply Chain & Autonomous Operations



Productivity

Reimagine enterprise functions for higher productivity & cost savings

- Software DevelopmentDevOps, Quality Assurance
- IT & Infrastructure Operations
- Content & Knowledge Management



Trust

Establish enterprise-grade AI maturity, governance & security to scale AI responsibly and confidently

- Security, Risk & Compliance
- AI Regulations, Policies & Guardrails
- Model Scoring, Testing & Validations



Make Your Enterprise AI-First

Foundational AI-powered Business Solutions

Transform your business with AI-native foundations that integrate GenAI, Agentic AI, and autonomous intelligence across enterprise operations. Our embedded AI-powered solutions blend into core business processes, dramatically reducing effort, enhancing decision velocity, and unlocking new digital growth opportunities. Reimagine your business model with modular AI solutions, reusable accelerators, and next-gen AI platforms that create space for innovation and rapid scaling.

Autonomous
Customer Intelligence

AI/Gen AI for MarTech

AdTech Consulting

Finance Analytics

Operations Analytics

Intelligent Supply Chain

AI / Gen AI Pods

Contact Center Copilots

LLMOps & Agentic Ops

Industry-specific
AI Solutions

Value-first AI Solutions:

Focus on Outcomes & Business Impact

Industry AI Model Catalogs:

Pre-built AI/ML Models and Frameworks

Accelerator-led Approach:

Powered by deployable AI patterns and
multi-model orchestration

Case Studies





Client: Mobile Payments Platform

Transforming Legacy IT Chaos into Scalable Expertise with Agentic AI

Challenge

A fintech innovator serving 1,800+ higher education institutions with mobile payment solutions faced:

- Management complexity due to IT sprawl spanning hundreds of custom-built apps
- Critical system knowledge trapped as undocumented tribal knowledge

Solution

- **RapidX Agentic AI Platform:** Deployed AI SMEs that mapped domain knowledge and provided 24/7 access through an intuitive “Talk to SME” interface.
- **Knowledge Capture & Contextualization:** The platform connected systems and captured undocumented tribal knowledge in a structured, usable format.

60%

Reduction in
SME dependency

2x

Faster
onboarding



Client: Home Improvement Wholesaler

GenAI-Powered Product Descriptions Boost Search Visibility by 25%

Challenge

Inaccurate and inconsistent product descriptions hindered sales performance and customer engagement across multiple channels.

- Vendor-provided descriptions lacked complete details and consistency, with poor readability burying key features.
- Manual content creation for 19 departments and 3,000+ product subclasses was time-consuming and limited personalization.

Solution

Cloud-based GenAI solution leveraging GCP's PaLM 2 to automatically generate tailored, SEO-optimized product descriptions.

- Data enrichment combined existing product information with metadata to create comprehensive, audience-specific descriptions.
- Domain-specific fine-tuning across all departments ensured factual, informative content that resonates with target audiences.

25%

Spike in search
visibility

20%

Increase in
conversion rates

75%

Reduction in
manual efforts



Client: Belgian Insurance Provider

GenAI Chatbot Transforms Customer Service Delivery Across Network

Challenge

Fragmented information systems created inefficiencies in customer service and knowledge management operations.

- No centralized repository led to inconsistent, outdated information.
- Training challenges and limited insights into customer needs.

Solution

Azure Cognitive Search and ChatGPT-powered chatbot assistant providing instant, accurate answers to insurance product inquiries.

- Vector search transformed documents and queries to find relevant information with contextual follow-up questions.
- User feedback collection enabled continuous improvement and identified service gaps for product enhancement.

40%

Reduced
response time

15%

Improved
productivity

30%

Increased customer
satisfaction



Client: US Airline Operator

Agentic AI Accelerates Legacy Crew Scheduling App Modernization by 50%

Challenge

Four-decade-old codebase created modernization roadblocks.

- Tribal knowledge dependence on limited SMEs caused delays.
- Manual business logic extraction slowed reverse engineering efforts.

Solution

RapidX™ agentic AI platform orchestrated context-aware agents to:

- Auto-extract business rules and generate explainable documentation
- Conduct dependency-mapping to identify risk hotspots early

50%

Higher
modernization
speed

60%

Lower SME
dependency



Client: US Mortgage Enterprise

Agentic AI Reduces Post-Funding Mortgage Loan Review Time by 90%

Challenge

Manual post-funding mortgage reviews had limited audit coverage.

- Underwriters spent 90 minutes reviewing the loan package manually.
- Only 5-10% of funded loans were audited monthly.

Solution

Multi-layered agentic AI solution automated document management.

- Self-directed AI agents operated across audit layers.
- Claude via AWS Bedrock and Amazon Titan Embeddings enabled intelligent document processing with compliance guardrails.

90%

Reduction in reviews

100K+

Monthly files

<1 Day

Exception resolution



Client: Clinical Research Major

Accelerating Enterprise IT with Generative AI

Challenge

A \$10+ billion multinational clinical research company faced:

- Escalating IT support requests across multiple regions, straining 200+ FTEs
- Resource-intensive manual testing and lengthy development cycles

Solution

- **Gen AI-Powered Self-Service IT Support:** Implemented a GenAI solution leveraging the existing knowledge base to provide swift responses in natural language.
- **Gen AI-Driven Testing QA Assistant:** Automated testing activities using Hexaware's Tensai® platform, achieving comprehensive test coverage.

15%

Reduction in
support tickets

60%

Faster feature
launch

90%

Reduction in
testing effort



Client: Global Corporate Payments Company

Turning Customer Churn Invisibility into Precision Engagement with AI

Challenge

A global corporate payments company providing vehicle expense management solutions faced:

- Customer churn went unnoticed with no systematic measurement of disengagement patterns
- Data infrastructure limitations pooled billing and transaction data for 150,000+ monthly customers

Solution

- **AI Churn Prediction Model:** Built a comprehensive AI model using Amazon SageMaker to predict at-risk customers, identify attrition drivers.
- **AWS Cloud Data Modernization:** Implemented an end-to-end data platform with automated data consolidation, transformation, and secure tokenization for payment data.

30%

Reduction in storage

\$1.2M

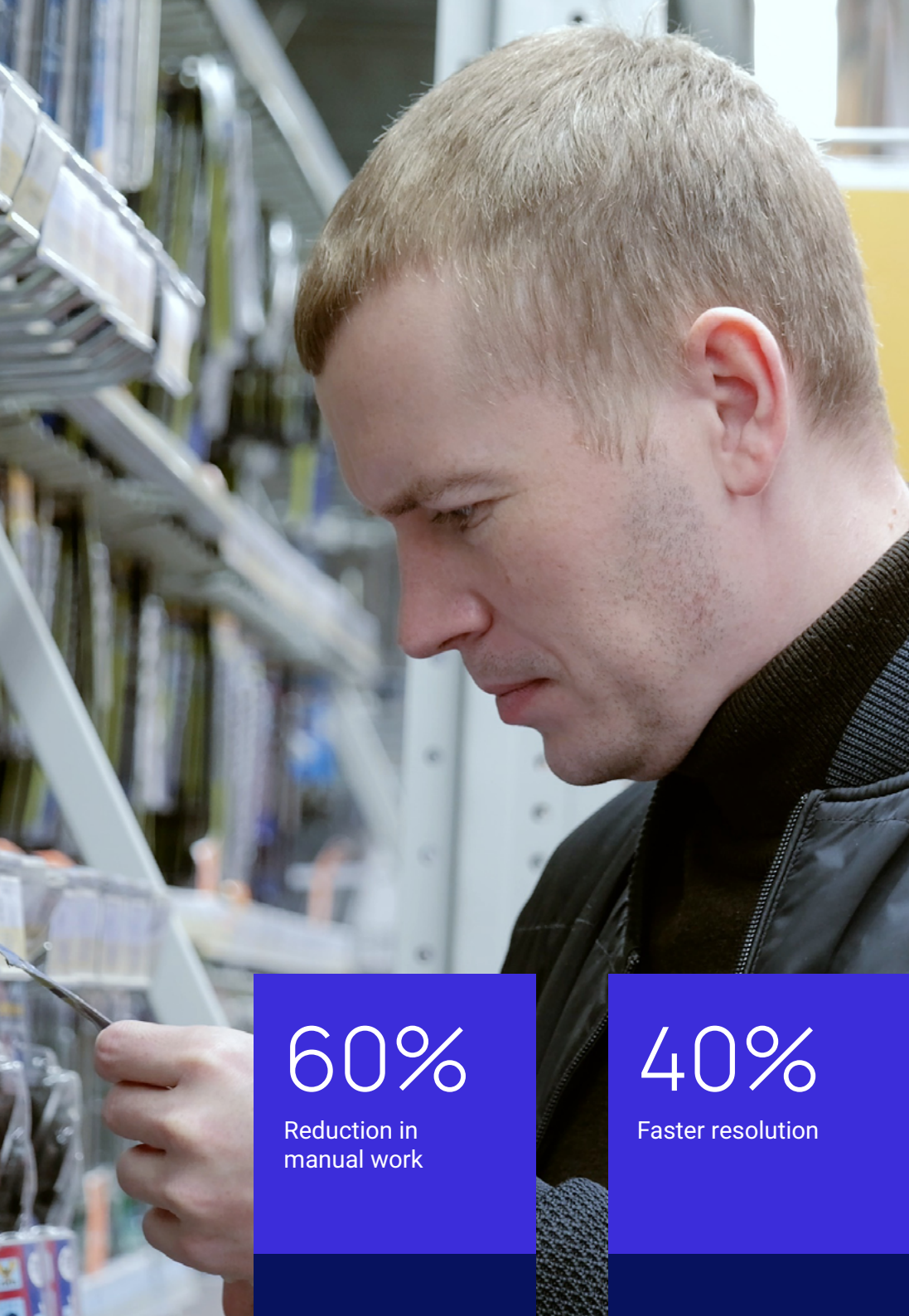
Annual savings

\$0.5M

Revenue

99.99%

Campaign targeting accuracy



Client: UK-Based Home Improvement Retailer

Contact Center Transformation Using Agentic AI Solutions

Challenge

A leading UK-based home improvement retailer managing thousands of daily customer service interactions across multiple channels struggled with:

- High manual effort with agents spending excessive time on routine data entry and repetitive tasks, limiting focus on complex customer needs
- Fragmented multi-channel processes with disconnected workflows across voice, chat, and email channels

Solution

- Real-time transcription, summarization, and metadata tagging, creating structured, actionable case records with seamless knowledge retrieval
- Automated ticketing via ServiceNow integration with compliance logging for consistent, audit-ready interactions

60%

Reduction in
manual work

40%

Faster resolution

3X

Response speed



Client: Insurance Brokerage

GenAI Transforms Manual Quote Processing into Automated Precision

Challenge

An insurance broking major was struggling to keep pace with the demands of processing complex, unformatted quote documents from multiple insurers.

- Manual extraction from varied formats delivered only 60% accuracy, causing response delays
- Error-prone processes hindered quote comparisons and risk visualization

Solution

Hexaware deployed a purpose-built GenAI-powered data extraction engine:

- Any-format processing with configurable extraction and human validation, enabling continuous AI learning
- Automated comparisons visualizing coverage gaps and risks for real-time decision insights

98%

Extraction accuracy

50%

Productivity increase

AI-led, Human Intelligence-perfected

Harness the power of AI that can act, decide, and optimize autonomously. Unlock the power of AI to transform processes and accelerate outcomes today. Write to us at marketing@hexaware.com to start your journey to smarter, more efficient operations now.

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