

HEXAWARE

Transforming Asset Servicing Operations with Digital Managed Services

Operational excellence and growth through
intelligent automation and streamlined processes.

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

The client is a global asset servicing firm with operations in over 10 countries and over \$3 trillion in assets under custody. The client sought a strategic partner to modernize and scale their asset servicing operations while enhancing service quality and reducing risk.



Challenge

Client

Challenge

Solution

Benefits

Summary

Overcoming service delivery issues and operational bottlenecks in asset servicing

For over a decade, the client had outsourced its asset servicing operations to a large tier-1 provider but struggled with persistent service delivery issues and operational bottlenecks:

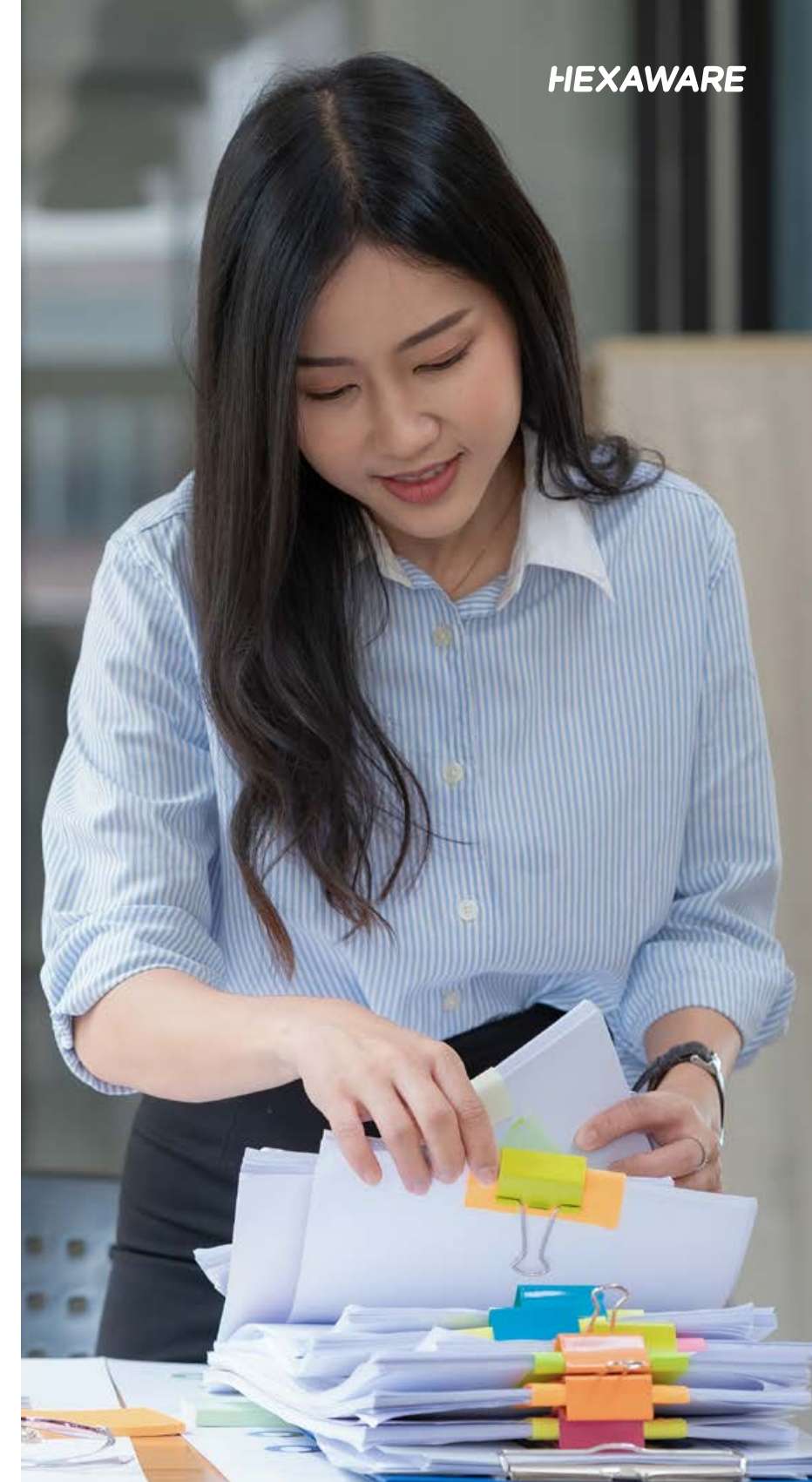
- Lack of domain expertise among incumbent staff led to frequent operational issues and limited scalability.
- Manual, fragmented processes increased costs and risk, while limiting productivity and operational efficiency.
- Service delivery gaps disrupted critical custody functions—like trade processing, settlements, corporate actions, fund administration, fund accounting, reference data management, income and taxation, reporting, and invoicing—leading to client and revenue erosion.
- Inability to handle trading volume spikes during peak periods risked delays and compromised client trust.

The client needed:

- Qualified resources with domain expertise to resolve operational bottlenecks.
- A scalable, automation-driven operating model to handle trade spikes, streamline high-volume, repetitive tasks, and improve accuracy without sacrificing service quality or timelines.
- End-to-end ownership and transformation of operations, with reduced costs and consistent, reliable delivery.
- Strong governance to oversee and sustain operational excellence.

Constraints:

- Execution within tight 3–4-month timelines due to non-responsiveness from the incumbent service provider.
- Minimal disruption to business-as-usual during transition.



Solution

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Operations transformation and intelligent automation for asset servicing

Hexaware delivered a comprehensive solution based on our value-creation framework, executed in three strategic phases: establishing stability, driving operational excellence, and enabling scalable innovation.

Establishing Stability

- Initiated a pilot in reconciliation and analysis (R&A), scaling up to manage the end-to-end R&A hub.
- Seamlessly migrated operations from the US, Poland, and the incumbent service provider in India to Hexaware's shared service hubs in Pune and Mumbai.
- Selectively rehired key resources from the incumbent provider to ensure continuity.
- Established a collaborative governance model involving Hexaware, the incumbent, and the client's IT and operations teams.

Driving Operational Excellence

- Built cross-trained teams to handle volume spikes and ensure consistent productivity.
- Implemented business-linked performance metrics for accountability and transparency.
- Streamlined processes by removing non-value-adding steps, driving immediate productivity gains.
- Deployed experienced leadership and domain experts across all levels.

Enabling Scalable Innovation

- Introduced platform enhancements and intelligent automation for asset servicing across middle and back-office workstreams.
- Implemented 5+ workflow enhancements for the reconciliation engine, improving match rates and reducing manual overhead.
- Proposed 20+ transformation initiatives, including automation and system upgrades.
- Developed custom tools such as a web-based auto cash reconciliation app and embedded business rules to eliminate reconciliation errors.
- Promoted API-driven solutions and reuse of proprietary tools to enhance efficiency and scalability.



Benefits

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Digital managed services drive operational excellence, cost savings, and resilience

Immediate Impact:

- **5% productivity gain from day 1** through process de-skilling and rationalization.
- **Significant improvement in service delivery**, resulting in higher stakeholder satisfaction.
- Seamless management of **2X trading volumes during the pandemic** with uninterrupted, high-quality service.
- **99.9%+ SLA achievement** across all functions from the outset.

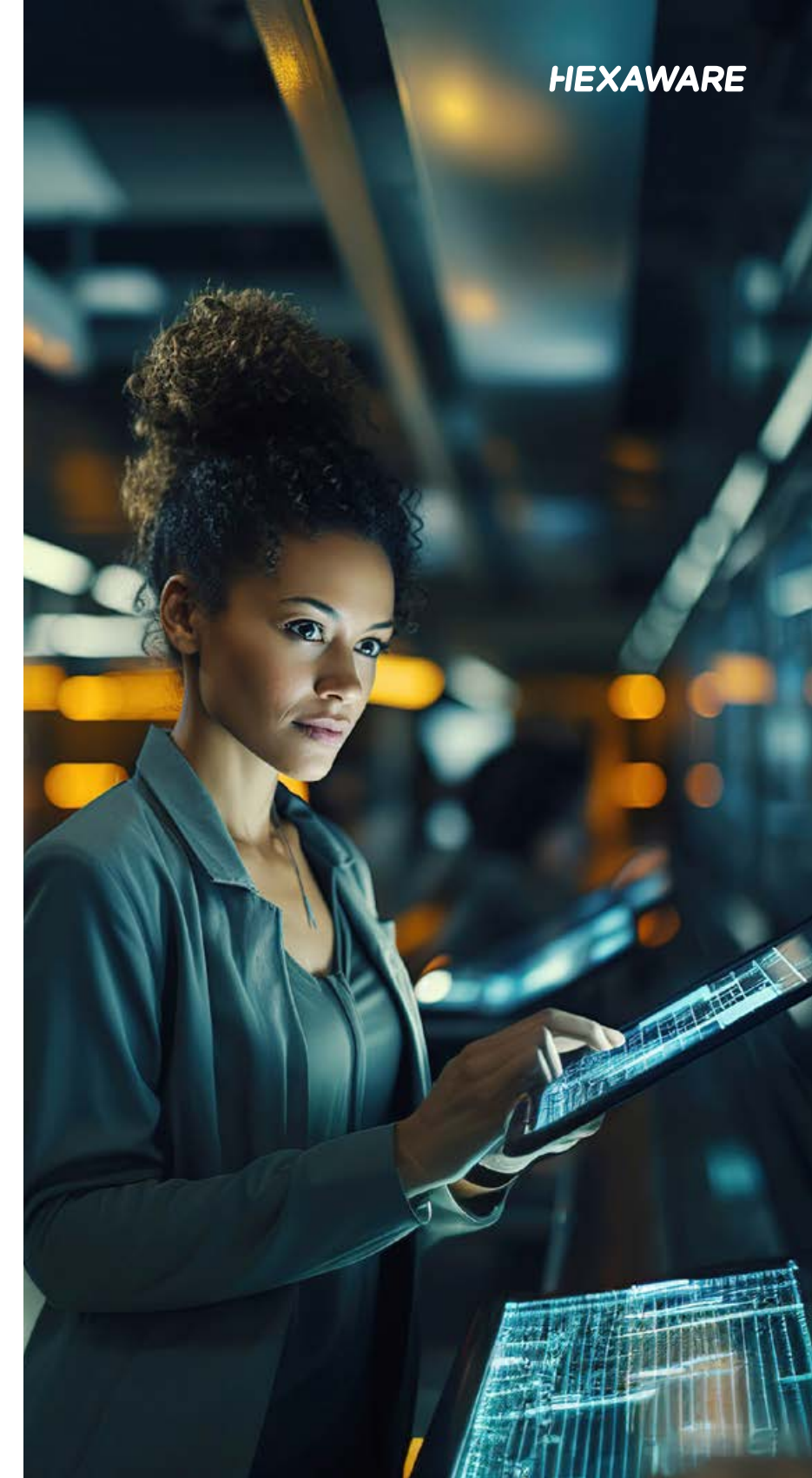
Long-term Value:

- **100% elimination of manual errors** in fund accounting cash reconciliation.
- **55% reduction in total cost of ownership (TCO)** over the engagement.
- **35% reduction in FTEs committed over 5 years**, reflecting sustained efficiency.
- Realized **~25% effort savings** through a center of excellence and intelligent automation.
- Enabled a **shift from Capex to Opex** through an all-inclusive pay-per-use model covering both digital transformation and operations delivery.

- Enabled **flexible service offerings and custom billing models** to meet evolving market needs.
- Embedded a **culture of continuous improvement**, keeping operations lean and responsive.

Resilience in Crisis:

- During the pandemic, Hexaware mobilized its workforce to remote operations with real-time tracking, ensuring **zero SLA breaches** and no impact on service delivery—even as volumes across trade support processes surged by up to 175% in some processes.



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A new standard for digital managed services in asset servicing

Hexaware’s digital managed services engagement enabled a global asset servicing firm to overcome legacy outsourcing challenges, modernize operations, and build a scalable foundation for the future. By combining deep domain expertise, robust governance, and technology-driven transformation, Hexaware delivered 55% cost savings, reduced FTEs by 35%, eliminated manual errors, and empowered the client to adapt and thrive—even during market volatility. This partnership has set the stage for ongoing innovation, with a joint business transition unit exploring next-generation solutions and GenAI proofs of concept.



Ready to modernize your asset servicing operations?

Connect with Hexaware's digital managed services experts today at marketing@hexaware.com and discover how our tailored solutions can accelerate your transformation journey!

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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