

HEXAWARE

Digital Transformation in Financial Services: IT Infrastructure Modernization Success Story

30% reduction in total cost of operations with
improved performance.

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

A major European financial services organization serving millions of customers across life insurance, protection products, and general insurance segments.



Challenge

Client

Challenge

Solution

Benefits

Summary

Managing Complex IT Operations and Meeting Aggressive Migration Deadlines

The organization struggled with maintaining operational efficiency across a sprawling IT landscape while facing an urgent datacenter exit deadline. Managing a heterogeneous technology environment that included Angular 6/7, J2EE, Oracle, Oracle Apps, .NET, Drupal, SharePoint, MuleSoft, Mainframe, Mendix, OSB, and C5 Layer7 presented significant operational challenges.

Key challenges included:

- **Datacenter exit mandate:** Migrating 1,200 servers within nine months to meet the datacenter exit deadline.
- **Software currency management:** Maintaining current versions across diverse application portfolios while ensuring business continuity.
- **Operational scalability:** Supporting 14,000-plus monthly tickets while providing 24x7 coverage across geographies.
- **Customer experience gaps:** Addressing ticket backlogs and incident resolution delays that impacted service delivery.

- **Technology modernization:** Transforming legacy applications while maintaining operational stability across 150-plus applications and 1,000-plus infrastructure configuration items.



Solution

Client

Challenge

Solution

Benefits

Summary

Comprehensive IT Infra Modernization, Cloud Migration Strategy

Hexaware implemented a seven-year-plus engagement delivering end-to-end application and infrastructure support with a focus on IT infrastructure modernization, cloud migration, and enterprise application modernization. The solution combined strategic planning with modern delivery methodologies to transform the client's IT operations.

The comprehensive solution included:

- **Hybrid cloud migration approach:** Executing a combination of lift-and-shift and modernization strategies using Hexaware's Amaze platform to migrate 1,200 servers, addressing the datacenter exit mandate.
- **Cloud-native architecture:** Building digital applications on microservices architecture with cloud and on-premises infrastructure support.
- **IT automation with AI-powered operations:** Deploying Tensai® AI Ops to achieve over 40% success rate for automation use cases, reducing manual intervention
- **DevOps automation implementation:** Establishing modern delivery practices leveraging Scrum for development and Kanban for maintenance, improving release velocity.

- **Optimized global delivery model:** Providing 24x7 infrastructure support from India and 16x5 support for other tracks from the UK through efficient onshore-offshore collaboration.
- **Talent transition and integration:** Transitioning over 70 consultants and rebadging 12 customer subject matter experts, deploying more than 130 consultants across the engagement.
- **Comprehensive testing services:** Delivering automation and manual testing across application portfolios to ensure quality.



Benefits

Client

Challenge

Solution

| **Benefits**

Summary

Transformative Operational and Cost Improvements

The IT infrastructure modernization initiative delivered substantial improvements across operational efficiency, cost optimization, and customer experience. The combination of cloud migration, IT automation, and DevOps automation created measurable business value.

Key benefits achieved:

- 30% reduction in TCO coupled with improved performance across the IT landscape.
- 20% savings realized through right-sizing infrastructure during the cloud migration process.
- 60% reduction in ticket volume through effective IT automation and improved processes.
- 80% reduction in ticket backlog, improving customer experience and service delivery.
- 40% improvement in application release velocity and reduced deployment failures through DevOps automation practices.
- 35% reduction in overall ticket volume achieved through proactive management and automation.
- 20% increase in incidents SLA adherence, enhancing service reliability and customer satisfaction.



Summary

Client

Challenge

Solution

Benefits

| **Summary**

Hexaware's comprehensive approach to digital transformation in financial services enabled the organization to successfully modernize its IT infrastructure while improving operational metrics across the board. By combining strategic cloud migration, enterprise application modernization, and advanced IT automation capabilities, the solution delivered a 30% reduction in TCO, alongside significant improvements in service delivery, customer experience, and development velocity. The successful datacenter exit, migration of 1,200 servers, and deployment of AI-powered operations positioned the client for continued innovation and operational excellence in an increasingly competitive financial services landscape.



Discover how Hexaware's expertise in IT infrastructure modernization and cloud migration can transform your financial services operations.

Contact us today at marketing@hexaware.com to discuss your digital 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>.

Get in touch