

Professional Services

Shared Services. Scaled. Simplified.

Flyer



Deliver predictable, auditable shared services for private equity-backed professional services firms.

Private equity-backed professional services firms grow through acquisitions, geographic expansion, and new service lines. Over time, this creates fragmented HR and Finance operations, multiple systems, and inconsistent reporting that make it harder to control costs, manage risk, and give investors a clear, reliable view of the business.

Hexaware helps portfolio companies bring this complexity under control through centralized, scalable shared services that support growth, governance, and long-term value creation.

Why This Matters for Professional Services Firms

Fast inorganic growth and frequent M&A often create:

- Distributed back offices
- Disparate business processes
- Inconsistent reporting
- Rising operating costs

At the same time, investors and leadership demand:

- A single source of truth
- Unified business processes
- Tight financial and operational controls
- Scalable operations without linear cost increases

What We Deliver — Capabilities Snapshot

Shared Services Design and Migration

- Consolidation blueprint and operating model
- Site strategy and Business Continuity Plan (BCP) -ready delivery centers

Integrations and ERP modernization support

- Upgrade and integration support for existing ERP platforms
- Cloud ecosystem enablement
- Bank, carrier, and data feed consolidation
- Ticketing and document automation connectivity

HR and Finance Process Standardization

- SOP definition and governance
- Master data governance
- SLA design and mirrored client department structures

AI, Automation, and Analytics

- NLP and machine learning driven exception handling
- Predictive analytics and cognitive automation
- KPI dashboards, near real-time reporting, and exception workflows

Multimodal Delivery

- Voice and non-voice support
- Cross-trained teams
- Real-time US daytime coverage via global delivery hubs

Business-Focused Client Outcomes — Our Success Stories

Finance Shared Services

Hexaware helped the client centralize multi-region finance operations into a single shared services center, enabling greater control, consistency, and scalability. As part of the transformation, we supported ERP modernization and integrated ticketing and invoice automation tools, while consolidating carrier, bank, and transactional data into unified management reports for improved financial governance and visibility.

Business Outcomes

- Established a single source of truth for finance and management reporting
- Implemented targeted automations to eliminate manual bottlenecks and accelerate month-end close
- Reduced manual reconciliation and ticket handling through intelligent automation
- Improved order-to-cash visibility, enabling faster and more informed decision-making
- Lowered regional back-office footprint while preserving local sales support
- Achieved a 75 percent reduction in total cost of ownership
- Reduced manual effort by 60 percent

HR Shared Services

Hexaware centralized HR service delivery across multiple delivery centers with active business continuity coverage, creating a resilient and scalable operating model. The engagement standardized over 160 to 180 HR subprocesses into governed, auditable workflows, while deploying RPA-led automation, request tracking, and KPI dashboards. Cross-trained teams and mirrored client department structures ensured flexibility to absorb demand peaks without service disruption.

Business Outcomes

- Delivered 30 percent year-on-year cost savings
- Enabled predictable, auditable HR operations with consistent SLAs
- Provided scalable support for high-volume, multi-entity HR environments
- Sustained accuracy levels above 99.8 percent
- Built capacity to handle 150,000+ monthly transactions and data for approximately 400,000 worksite employees

Key Benefits for Portfolio Companies

- Rapid cost optimization delivering 40 to 45 percent transformational efficiencies over a three-to-five-year term
- Faster, trustworthy consolidated reporting
- Measurable business outcomes aligned to investor priorities and tangible values
- Scalable operations that absorb M&A without linear cost growth
- Risk-resilient delivery with multi-site BCP and auditable SOPs
- Real-time operational insights with measurable SLAs

Typical 90-Day Quick Wins

- Standardized reporting and SLAs across regions
- Automation of 2 to 5 high-volume reconciliations or ticket flows
- Centralized master data governance and role rationalization
- Pilot shared services pod with SLA dashboards and BCP validation

Ready to Consolidate, Automate, and Scale?

Connect with Hexaware to design shared services for private equity that deliver resilience, transparency, and sustained value.

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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