

HEXAWARE

Command Center Solutions and Enterprise IT Support for a Global Energy Organization

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

Global Energy Organization and Offshore Operations Leader

The client is a global leader in the evolving energy industry, operating in 40+ countries with a network of 30+ vessels, multiple data centers, and several onshore campuses. Their distributed and hybrid environment, spanning vessels, remote sites, and global offices, required scalable command center solutions, a multilingual service desk, and robust hybrid infrastructure support to ensure stability and continuity.



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Operational Silos and Hybrid Environment Challenges

The client needed a modernized, end-to-end service model that could streamline operations across a complex global footprint.

1. Need for a unified support interface

A centralized enterprise IT support model was necessary to bring together incidents, service requests, access provisioning, and security incident management.

2. Complex, distributed operations

Global energy operations required integrated IT support across ports, with a mix of dedicated and dispatch-based vessel coverage.

3. Critical data center dependencies

With a heterogeneous data center landscape, consistent data center management and proactive monitoring were essential.

4. On-site workforce and campus support

Geographically dispersed employees required cohesive workplace support with predictable service levels.

5. Security incident handling

A structured framework for security incident management was needed to ensure timely responses and escalations.

6. Requirement for 24x7 multilingual IT operations

The client required a multilingual, around-the-clock managed IT services model that supported users worldwide.



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Integrated Service Delivery and Command Center Optimization

Hexaware implemented a globally integrated support ecosystem combining advanced command center capabilities, vessel operations support, workplace services, and data center oversight.

Multilingual service desk and command center solutions

- 24x7 multilingual service desk supporting nine languages
- Unified handling of enterprise-wide incidents, service requests, and access requests
- Centralized triage of security events through integrated command center solutions
- Real-time monitoring and proactive detection for superior enterprise IT support

Workplace and campus support

- Dedicated on-site support for nine key global campuses
- Dispatch-driven workplace support model across 33 additional sites
- Enhanced on-site desktop support through standardized managed IT services processes
- Seamless user experience delivered across regions

Vessel operations support

- Dedicated vessel support teams at high-volume ports
- Dispatch-based support for all remaining ports globally
- Integrated issue resolution for hybrid infrastructure support across 30+ vessels

Data center and infrastructure management

- Full-spectrum data center management, including servers, networks, and storage
- Event correlation to eliminate alert fatigue
- Automation-driven remediation for improved availability
- Strengthened backbone for global IT support

User experience and automation platforms

- Dock IT for analytics, device health scoring, and proactive remediation
- ART automation for self-service password reset and account recovery
- Significant reduction in repeat incidents and service desk dependency

Integrated security incident management

- Centralized triage and escalation workflows
- Standardized processes to improve detection and coordination
- Enhanced alignment with cybersecurity and compliance teams

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Delivered Measurable Efficiency, Visibility, and Operational Excellence

Quantitative outcomes

Impact area	Outcome
Alert reductions	24% decrease in the first year through automation
Ticket optimization	Improved user-to-ticket ratio to 0.9–1.15
Resource continuity	20% strategic re-badging to retain domain knowledge
Password-related call deflection	10% drop due to ART automation

Qualitative Outcomes

- Consistent, globalized support across offices and vessels
- Enhanced collaboration between the workplace, data center, infrastructure, and security teams
- Elevated employee experience through proactive issue resolution
- A scalable managed IT services model for future growth
- Strengthened digital workplace through automation-led efficiencies



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This engagement enabled a robust, enterprise-grade ecosystem built on command center solutions, multilingual support operations, and strong hybrid infrastructure support. Hexaware delivered a comprehensive enterprise IT support framework combining workplace services, vessel operations support, data center management, and automation platforms—the result: improved operational stability, stronger user satisfaction, and measurable efficiencies across the organization.

With integrated automation, proactive monitoring, and global process alignment, the organization now operates on a future-ready digital workplace foundation powered by scalable, resilient managed IT services.



Hexaware's next-gen digital solutions bring new possibilities to the energy and utilities operations. Our approach drives efficiency, reliability, and innovation across the energy value chain.

Contact us at **marketing@hexaware.com** for more information about our energy and utilities IT services and solutions.

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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