

HEXAWARE

CLIENT IMPACT SERIES

Digital Transformation in Education for Improved Institutional Performance

Elevate Academic Quality,
Simplify Operations,
and Improve Student
Outcomes Through
Purposeful Digital
Modernization



Hexaware's tailor-made services and solutions power institutional performance through student engagement technology, augmented reality in education, personalized learning, workflow automation, and a connected digital ecosystem.

What We Deliver

- Omnichannel student journeys and enhanced experiences
- Modernization of legacy academic and administrative systems
- Future-ready enterprise blueprints for scalable growth
- Data-to-insight transformation for smarter decisions
- Seamless, connected campus operations
- Responsible for GenAI and next-gen innovation adoption
- Cybersecurity-first protection for institutional resilience

Our Solutions

International Branch Campuses (IBC)

Enable global expansion with a digital-first, compliant pathway for launching branch campuses. Gain end-to-end support, including regulatory advisory, campus IT, SIS, LMS, ERP platforms, integrations, business process services, and Day One managed operations.

Global Business Services (GBS)

Achieve low-cost, offshore, centralized operations to reduce expenses and boost efficiency. Access scalable shared services that enhance quality, streamline processes, and support sustainable growth across the education ecosystem.

Market Segments

Educational Institutions



- Universities
- Colleges
- K-12 Schools (Primary & Secondary Institutions)
- Community Colleges
- Vocational & Technical Institutes
- Online & Hybrid Learning Institutions
- Continuing Education & Professional Training Centers

EdTech Providers



- Learning Management System (LMS) Platforms
- Student Engagement Technology Providers
- Assessment & Proctoring Platforms
- Digital Content & Curriculum Providers
- Educational AI & Adaptive Learning Platforms
- Virtual Classroom & Collaboration Tool Providers
- Education Data & Analytics Platforms

NGOs & Government Organizations



- NGOs focused on education access & equity
- Government Education Departments
- Public School Districts
- Skills & Workforce Development Agencies
- Public Sector Training Institutions
- Education Policy & Accreditation Bodies
- Nonprofits supporting digital literacy & learning initiatives

Success Stories

Experience Transformation



Comprehensive Research University in USA

Student Outreach Experience

Leveraging augmented reality (AR) to transform student admissions and medical response processes

- Augmented Reality app for tablets and mobile
- Digital assets powered by Azure
- Augments videos and insights right on top of the brochure, capturing user behavior data and other details
- Drive analytics on Power BI for every data-based and user-based interaction with the 360° video experience
- VR training for medical first responders – disaster scenario planning

20%

Increase in Student Prospect
Conversion Rates



Highest Ranked University in South Australia

Digital Experience Platform

Increased productivity through digital experience modernization across students, staff, and research

- Created a modern, secure, and scalable digital experience platform and provided a personalized experience for student, staff, and researcher-related functions
- End-to-end lifecycle management solution via Adobe EM
- Differentiated student and staff experience, enabled growth and sustenance of the engagement
- Higher productivity across multiple processes and workflows helped shift focus from tactical activities to strategic areas

4X

Increase in User
Engagement Volumes



Education-focused Provider of IT Products & Services, UK

Optimized Exam Operations

Reengineered and optimized exam processes via automation and a redefined operating model

- Optimized processes by implementing automation solutions through process reengineering
- Automated exam evaluation workflows to improve efficiency
- Inserted Core-Temp hiring model to manage volume fluctuations
- Dedicated programmers for continuous efficiency building
- Replicated offshore delivery model at onshore to manage examination processes and workflows

30%

Lower downtime due to improved process efficiencies



Core Services Transformation



International School Education Board

Streamlining Academic Governance

13+ Years of strategic engagement, managing and optimizing academic workflows and governance

- Optimized the low performance of proprietary application pages as well as the implementation of a new UI for a proprietary application
- 3-5 scrum teams working on critical functionalities development across multiple functional areas, from admissions, institution onboarding, to quality standards, examinations, and certificates
- Development and integration of products from scratch across many of the above areas and integration with the larger enterprise

30%

Increase in Business Efficiencies and
Technical Productivity Over the Engagement



Leading Non-profit Educational Institution in Asia

Transforming Alumni Experience Through Alumni Management System

Core transformation of student, alumni, and donor portal to enable tailored stakeholder engagement

- The client was dependent on legacy systems and manual processes, and there were challenges in the rapid introduction or changing of programs
- Limited channels to collaborate with local and foreign prospects
- Implemented dynamic CRM marketing, sales, service, and a 360° view of students and Alumni
- Modeled an SLA-driven framework for student services to track students' omnichannel requests, issues, and feedback
- Deployed a career services portal for corporations to post their training needs and job postings to increase student placements

66%

Reduction in Application Process Cycle time,
Leading to 30% Higher Lead Conversion



Public Research University in Australia

HCM & Finance Modernization

Core transformation of performance evaluation, promotions and role management

- Enabled performance reviews for their academic staff and managers via the implementation of the PS ePerformance module
- Implementing bolt-on modules for academic study programs and academic staff promotion
- PeopleSoft FSCM upgrade, grant implementation for post-award functionality

25%

Higher Process Productivity and
Employee Engagement



Managed & Shared Services



Top 3 University in Australia

Long Term Strategic Partner

Strategic partnership spanning across core engineering, managed services, and automation

- PeopleSoft campus, finance, and HR modernization and support
- Oracle SSO initiatives; Improving collaboration through SharePoint migration
- Digital Assurance (Testing) managed services
- Microsoft Dynamics CRM support
- IAC (Infrastructure as Code) implementation; RPA-driven automation in higher education

15+

Years of Strong Engagement Built Over
Multiple Phases of Digital Transformation



Provider of K-12 Online Curricula & Teaching Solutions

IT Service Optimization

Automation-driven optimization of in-house design and development platforms

- Strategic partner supporting in-house systems for efficiency
- Support of all in-house platforms for content design and development, structured handoffs, and release management
- Media tagging, hosting, and monitoring across multiple platforms
- Product testing service and automation aligned with next-gen quality management practices

50%

Improvement in Development, Testing and Deployment Metrics



Leading Multinational Publishing & Education Company

Automation-driven Operations

Next-gen modernization of IT operations through an automation-first approach

- Automation-first approach to provide Digital IT operations (OPEX-based, variable consumption) and rebadged/rehire
- Reduced L2 and L3 support costs
- Innovation-optimized run and build
- Modernized products to next-gen technologies (Oracle on-prem, Oracle Cloud, Mainframes, JD Edwards, Concur, Demandware)
- 'Always On' education technology and software product re-engineering

40%

Reduction in
Operational Costs



Discover how Hexaware empowers educational institutions with AI-driven learning, modernized campus operations, and connected digital ecosystems. Explore how universities, EdTech providers, NGOs, and government bodies are improving student success, streamlining processes, and building future-ready, data-driven institutions.

Contact us at marketing@hexaware.com today.

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