

HEXAWARE

Legacy ERP Modernization Using a Flexible GCC Model

Modernizing the supply chain experience without slowing the business for a US mattress manufacturer.

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

US mattress and sleep products manufacturer

The client is a manufacturer and supplier of mattresses and sleep products, serving retailers, hospitality businesses, and healthcare organizations. It operates multiple factories across the US and supports both wholesale and direct-to-consumer distribution.



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A legacy ERP limited speed, usability, and visibility

The client wanted to connect its decades-old, industry-specific ERP system to a modern, intuitive digital interface that could strengthen the full supply chain experience—from sourcing and order entry to distribution and fulfillment.

The initiative also required a faster user experience and stronger backend analytics.

However, building a new internal team would have been too slow and costly, while traditional outsourcing was not ideal because the in-house team still needed to remain closely involved in managing the upgrade over the long term.



Solution

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Speeding modernization with a flexible GCC model

The client needed a model that could quickly bring in additional talent to jump-start the digital transformation and support future innovation initiatives, without losing the collaborative, team-driven environment it valued.

Using its strategic assessment model (SAM), Hexaware evaluated the client's operating landscape and recommended a global capability center (GCC) supported by an on-demand India-based team and a US-led enablement framework. The approach was designed to help the client move quickly while reducing the friction and risk often associated with fast-start global delivery models.

- Hexaware assembled a team selected to align with the client's culture, processes, and technology stack.
- Within weeks, the India-based team was operating as a seamless extension of the client's US team.
- To begin, Hexaware identified priority areas to improve application performance and code maintainability.
- The team converted the front-end code to demonstrate that the architecture migration could be completed without disrupting business delivery.

- Hexaware developed an automated regression test suite to run with every build, ensuring business requirements were consistently met and that new code worked smoothly with the existing ERP environment.
- With the foundation in place, the joint team wrote the code and re-skinned the ERP to create a more valuable experience for end-user retailers.
- Legacy jQuery code was migrated to React, giving the platform a more modern and scalable front end.

As the partnership continued, the India-based team took on priority innovation work, including user-friendly applications designed to further strengthen the client's connection with customers. These applications helped retailers more easily access market insights such as customer demographics and buying trends, while also simplifying inventory management, order placement, invoice payment, and customer support.



Benefits

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Faster ramp-up, faster delivery, and lower cost

The engagement delivered measurable gains in both speed and cost. By quickly integrating the extended delivery team and accelerating development, Hexaware helped the client move from planning to release on a faster timeline while reducing overall delivery costs.

- 30 days from planning to seamless integration of the extended delivery team
- 90 days to develop and release the final code
- 33% cost savings compared with a traditional outsourcing model



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Legacy modernization without disruption

By combining a GCC with a closely aligned delivery model, Hexaware helped the client modernize a legacy ERP experience without disrupting day-to-day business operations. The engagement gave the client faster access to specialized talent, accelerated release timelines, and a stronger foundation for ongoing digital innovation.

The result was a more intuitive, analytics-enabled supply chain interface and a scalable partnership model that continues to support new customer-facing innovation.



Accelerate Legacy Modernization with a Managed GCC

Contact our team at marketing@hexaware.com to learn how Hexaware's GCC solutions can help you scale specialized talent, speed up delivery, and modernize critical systems without disrupting the business.

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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