

HEXAWARE

Modernizing Enterprise Operations Through a GCC-led Transformation

Simplifying a multi-vendor model into a single global capability center for an access solutions provider.

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A strategic access solutions provider

Our US-headquartered client is a long-standing provider of access solutions for residential, commercial, industrial, institutional, and transit facilities. Its portfolio includes advanced vehicular, pedestrian, and electronic access control systems designed to enhance security, convenience, and operational efficiency. To scale operations and stay competitive, the company established a global capability center (GCC) as a strategic hub for digital transformation, operational efficiency, and data integrity. This case study shows how the GCC-led transformation helped streamline enterprise programs, automate processes, and build a secure, future-ready foundation for continued growth.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

Fragmented systems and manual processes

In 2011, our client identified the need to modernize and unify its core business systems across a broad North American network of manufacturing plants, sales centers, installation and service locations, and distribution hubs. The transformation was driven by three priorities:

- **System modernization:** Move business functions and manufacturing operations to a modern ERP platform.
- **Data integrity and timeliness:** Deliver complete, accurate, and timely analytics and business reports to support data-driven decision-making.
- **Efficiency bottlenecks:** Address high-volume operational and maintenance tasks that consumed excessive time and resources and limited focus on strategic growth.



Solution

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GCC-led enterprise transformation for growth

To address the client’s challenges and support its transformation, Hexaware stepped in to consolidate capabilities from multiple service providers into a single global capability center. We set up the GCC to provide technical and functional support for the company’s largest digital and operational programs, including deployment, stabilization, and ongoing support of enterprise applications, data, and infrastructure, with the expectation that it would expand beyond information technology over time.

Our global capability center solutions focused on four core areas:

Enterprise Program Delivery

- **Core ERP rollouts:** The GCC played a pivotal role in implementing and stabilizing the ERP platform across manufacturing plants and sales centers, enabling more unified and scalable business processes.
- **High-volume application support:** The team managed a continuous flow of change requests, development work, incidents, and service requests to maintain the stability of the enterprise application environment.

- **24x7 service desk enablement:** By expanding its team through the GCC, the client established round-the-clock service desk support, ensuring continuous coverage for critical incidents, service requests, and day-to-day operational needs across global locations.

Process Automation and Optimization

- **Process acceleration:** As part of a broader effort to modernize operational workflows, the GCC helped rework manual, time-consuming processes through automation and performance tuning.
- **System performance gains:** Performance tuning reduced run times for key business programs.
- **Dealer order integration:** Automation and integration of dealer order processes enabled real-time order information and improved order confirmation communications.

Business Intelligence and Data Support

- **Timely decision support:** Centralized monitoring and performance tuning reduced data load times for enterprise analytics, helping business leaders access timely reports.

- **Data integrity:** Large-scale data conversions and standardized reporting contributed to more reliable and trustworthy data across the organization.

Infrastructure and Security Foundation

- **Hardened security:** The GCC mitigated high-risk vulnerabilities in the Windows environment and upgraded networking hardware to strengthen the operating environment.
- **Future readiness:** Application patching, database upgrades, and architectural preparation positioned the core ERP environment for future cloud migration and technology enhancements.

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Scale, continuity, and team stability

In its first year, the global capability center delivered early proof of value across service continuity, operational scale, and team stability. These outcomes reflected the strength of the GCC model and its ability to support enterprise priorities from the outset.

- 24x7 service desk coverage
- 6 capabilities rolled out in year 1
- 95% retention rate in year 1



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Accelerating growth through a GCC

By investing in a global capability center, our client, an access solutions provider, built a scalable foundation for long-term growth. The GCC operating model provided efficiency and responsiveness, with the systems, support, and operational discipline needed to run more smoothly and adapt faster to change.

The multi-vendor to GCC consolidation exercise also positioned the business to expand into new capability areas with confidence, while giving it a stronger base to support future growth, change, and continued transformation.



Simplify and Scale Operations with a GCC

Contact our team at marketing@hexaware.com to learn how Hexaware can help you consolidate vendors, enable 24x7 operations, and build a scalable foundation for enterprise growth.

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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