

Case Study

Digital Customer



Solar Energy Company in US

About the Client

One of the largest US Solar Energy Company

Business Context

Client: One of the largest US Solar Energy Company **Size:** US\$6.35 billion (FY 2012)

Situation:

- Development and maintenance of Customer Portal Application
- Development and maintenance of Customer Project Pipeline Screen (CPPS) application
- Enterprise integration between SAP and Microsoft Dynamics CRM

Need for Agile Devops

- Enterprise integration between SAP & MS Dynamics CRM
- Geographically distributed teams in US, Germany & India
- · Business required transparency and visibility in implemented outcome as soon as it was complete
- Tight Budget

Hexaware approach

- Seasoned approach for working across 3 time zones:
 - Customer IT Team in US
 - Business users in Germany
 - Development team in India
- Ready framework for Continuous Delivery
 - Weekly QA deployment
 - Continuous Integration Environment
- High collaboration through agile practices:
 - Collaboration: Live meeting, Conf. calls, Share Point
 - Meetings: Daily Scrum of Scrums. Sprint Planning, Sprint Reviews & Retrospective meetings
 - On demand requirements clarification



Outcomes Achieved

Deployment Cycle Time (UAT)

Weekly QA Deployments

Code Quality Coverage

95%

Business outcomes Enterprise integration between SAP and MS Dynamics CRM Development Customer Project Pipeline Screen (CPPS) application

About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.

