



# Hexaware Technologies

High-Volume, Data-Intensive Business Solutions

**Microsoft**  
**GOLD CERTIFIED**  
Partner

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## Hexaware Technologies

Hexaware Technologies is a global provider of complex, data-intensive IT solutions that focus on the human resources, transportation and hospitality, and banking and financial services industries. Based in Jamesburg, New Jersey in the USA and Chennai in India, Hexaware works closely with customers to help them build stronger, more efficient, and more agile businesses.

Since its founding in 1990, Hexaware has focused on maximizing client returns by outsourcing IT solutions and business process management services. Hexaware services are assessed at SEI CMMI-Level 5 and are ISO 9001:2000 certified. Hexaware develops solutions from offshore development centers located in Chennai, Mumbai, and Pune and maintains a business presence in North America, Europe, and the Asia-Pacific region.

Hexaware has a proven track record in building, operating, and delivering solutions from very large offshore development centers (ODC). The company offers a proven business model for customers looking to exploit delivery capabilities across the globe. This approach provides a framework for outsourcing large application and product management services and provides Hexaware customers with economies of scope and scale.

Hexaware's ongoing commitment to Microsoft technology is reflected in its .NET Competency Center. At the center, dedicated project managers and software architects develop Web-based applications and engage in services that enable re-engineering and migration of other technologies and applications to the .NET platform.

## Microsoft Partner Alliance

Global service delivery Partners are an important part of the Microsoft Partner ecosystem. By using a global delivery model of technologies and services, Microsoft and its Partners can use the onsite/offshore model to deliver new business capabilities, help customers accelerate legacy migration and adoption of new platforms, and enable them to achieve more cost-effective operations.

The Microsoft Global Delivery Community is a worldwide group of consulting and integration firms. These companies stand ready to help Microsoft enterprise customers design, install, and maintain secure networks, mobile access, and remote connectivity by using Microsoft technologies.

The Microsoft Global Delivery Community includes the world's fastest-growing vendors. Like all community members, Hexaware Technologies has a proven and distinguished track record among Global 1,000 customer companies and world-class capabilities based on the Microsoft platform. These capabilities are aligned with vertical and horizontal solution areas. This brochure is designed to highlight Hexaware capabilities and help you to better assess engagement opportunities with this Partner.

## Powerful Solutions for High-Volume, Data-Intensive Business Processes

Globalization and deregulation have increased the business opportunities available to enterprise companies. However, these phenomena also increase the pressure on enterprises to process more types and greater volume of data over longer distances every day. Staying competitive in this global environment requires development of attractive products and services, faster transaction times, and lower operations costs. Information technology (IT) has become a vital tool in helping enterprise companies extend the global reach of their products, delivering new offerings more quickly and reducing the costs of business processes. Many of these improvements are based on storing, handling, and distributing high volumes of information in data-intensive business environments.

Hexaware Technologies specializes in using the power of distributed computing applications, tools, and methods to provide enterprises with innovative, cost-effective solutions for high-volume, data-intensive business processes. These solutions are designed to help companies deliver products and services quickly, reduce cycle costs and transaction times, and improve overall business process efficiency.

Each Hexaware engagement, solution framework, and service combines the company's proven IT expertise with insight into the unique challenges of developing large, data-intensive business solutions. This compelling combination of knowledge and experience are put to work by helping companies:

- Pursue profit-generating business opportunities by developing appealing services quickly and cost-effectively.
- Develop new revenue-generating services while lowering operational costs.
- Reduce the time, effort, and cost of conducting business processes across business units, languages, and continents.

Hexaware provides solutions for the human resource, transportation, financial services, and other industries. The IT solutions built for these enterprise customers are based on a foundation of Microsoft programs and technologies. Microsoft® Windows Server™ and the Microsoft .NET Framework create a unified operating system and application

development environment that reduces the costs of delivering basic IT infrastructure services and developing innovative data processing solutions. To this foundation, Hexaware solutions add Microsoft SQL Server® for scalable, high-volume data storage, retrieval and business analytics, and Microsoft SQL Server Analytical Services, which enable Hexaware customers to respond quickly to changes in their industry and local markets.

## Global Human Resource Management

Modern human resources (HR) solutions are based on the global sourcing of labor. These solutions create the need to connect employees in multiple locations throughout the world and to bridge cultures, languages, business processes, and geography. New IT-based tools and resources enable enterprise organizations to manage their workforce across multiple locations and disparate geographies and implement a uniform, global, corporate human resources strategy.

Hexaware offers world-class HR solutions in Microsoft Dynamics AX™ and Dynamics NAV™, which enable enterprises to control transaction costs and align HR operations more closely with their business goals. Hexaware HR solutions provide value by enabling enterprises to:

- **Develop a consistent, company-wide HR strategy.** Hexaware solutions include SQL Server Analysis Services and SQL Server Reporting Services, which enable enterprises to perform sophisticated analysis of HR data and deliver the results to decision makers quickly and easily. By accelerating data analysis and reporting, these capabilities ensure that information that reflects current HR operations are integrated into executive decision-making process, wherever those operations are located.



- **Control the costs of HR transaction processing.** Hexaware makes extensive use of employee portals and HR self-service applications to ensure fast, accurate data sharing, distribution, and integration into business decision making.
- **Manage many disparate HR systems.** Hexaware's platform independent solutions enable organizations to consolidate disparate and duplicate HR processes, improve HR process efficiency, and maximize the value of every company's most important asset—human capital—by aligning employee skills, activities, and outcomes with the company's business objectives and goals.

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## Cost-Effective Banking, and Financial Services

Deregulation and globalization are making service-oriented business processes more complex, time-consuming, and expensive. Customers demand services at the same or better quality, and they want them faster and at lower cost. In this environment, where, for example, the speed of a stock quote or availability of customized insurance services can make the difference of losing or retaining a customer, protecting revenue often requires ensuring customer loyalty and satisfying a growing list of customer expectations.

Hexaware provides customers in the banking and financial services industry (FINSI) with high-performance wealth management, collections, leasing, and asset management solutions that can satisfy these expectations. Microsoft data and process integration technologies, the foundation of Hexaware FINSI solutions, are Web-enabled out of the box. When combined with Hexaware's extensive experience in the FINSI domain, these technologies enable the company to provide customers with cost-effective Web-based solutions that:

- **Enhance customer service delivery with Web-based technologies.** Hexaware FINSI solutions use managed code environment of the Microsoft .NET Framework and XML-based Web services to transform solutions based on mainframe applications and other outmoded

technologies, for example. This approach enables Hexaware to develop customized, cost-effective, highly accessible financial services that can be delivered and updated quickly at lower cost than was previously possible.

- **Integrate multiple core applications to provide a unified view of the customer.** Microsoft BizTalk® Server integrates customer data from many applications and data sources automatically, without time-consuming, error-prone manual data handling. Microsoft Dynamics CRM™ provides a single location, from which all CRM information can be stored and displayed. These capabilities enable companies to control the costs of their customer service processes and target their services more accurately to specific customer groups.
- **Reduce technology and business risk of large-scale solutions.** Hexaware's expertise in more than 200 FINSI design and management engagements enable them to recognize the specific business challenges, functional requirements, and compliance-related issues of the BFS domain of virtually any organization, enabling them to offer cost-effective solutions that address company-specific business and compliance challenges.

The Microsoft Windows Server operating system, SQL Server data storage and management, and Microsoft Dynamics CRM software are the basis of Hexaware Web-based FINSI solutions. When used in large-scale FINSI applications, these Microsoft technologies result in more predictable, cost-effective solutions, which provide the needed capabilities and stronger margins for organizations that use them.



## Expand the Horizons of Customer Services

Companies in the airline industry address many challenges on a global scale—developing new services, improving customer satisfaction, and managing massive volumes of real-time information more efficiently—all while improving operations by reducing or avoiding costs.

Hexaware software specialists develop, implement, and support innovative cargo handling, mobility, and radio frequency identification (RFID) solutions. These solutions enable companies in the airline industry to sustain and improve customer loyalty with lower-cost, easier-to-manage solutions by:

- **Developing innovative new services.** Hexaware airline service solutions enable customers to protect revenue by retaining customers and improving customer satisfaction. Hexaware business intelligence solutions use SQL Server, SQL Server Analysis Services, and SQL Server Reporting Services to reduce the effort and cost of searching for business opportunities, analyzing data, and reporting the results to company decision makers. These capabilities help promote business agility by enabling Hexaware customers to expand services into new areas such as catering, maintenance, ticketing, and staffing quickly as demand for them arises.
- **Standardizing IT infrastructure across global operations.** Windows Server 2003 and its Active Directory® service provide secure, reliable infrastructure services and centralized systems management. These capabilities enable Hexaware customers to operate their IT infrastructures with less effort and expense than with diverse, distributed IT operations.

- **Reducing the costs of IT management.** Hexaware developers use their large-application engineering expertise and proprietary solution frameworks to migrate airline data management systems from mainframe and legacy Microsoft environments to the Windows .NET platform. These solution frameworks use the .NET Framework to write or re-write code quickly and easily and use SQL Server to provide a scalable, virtualized data repository, where data can be managed from one or more sources.

In this way, Hexaware solutions make it easier and less expensive to manage high-volume data processes and create innovative IT solutions that can save companies operations costs and attract or retain customer loyalty with higher levels of service.

## Hexaware Technology Offerings

Hexaware solutions and services are based on deep experience in designing and managing large-scale business-to-business, business-to-customer, and Web-enabled applications. These solutions are built on a foundation of Microsoft application development, collaboration, data analytics, and Web-enabled technologies. To help organizations realize positive return on investment from its solutions, Hexaware offers a wide range of applications, solution frameworks, and development tools to global enterprise companies.

### Customizable Solution Frameworks and Tools

Hexaware uses its broad experience in Microsoft application development to offer its Hex Studio 2.0 suite of proprietary ready-to-use solution frameworks and development tools. Based on the Microsoft .NET Framework, these flexible





applications reduce development cycle time and related costs and reduce the business and technology risk of developing new solutions. Hex Studio 2.0 applications include:

- **Billing Management System (BMS)**, a flexible, rules-based solution framework that handles multiple fee types, asset bases, calculation and billing cycles, aggregation of assets, and cash flow adjustments for the FINSI.
- **HexWFMS**, a proprietary workflow management framework that can be used for business process analysis and business process management tasks. Based on a reusable workflow component written in Microsoft C#, HexWFMS can be used for tracking the status of business processes. The framework includes a Web-based UI for defining workflow stages and project roles and a runtime engine to execute the workflow.
- **HexDMS**, a Web-based document management system used to automate Microsoft Visual Source Safe® operation.
- **HexSM**, an end-to-end service management tool used in software development and maintenance processes. This Web-based tool, which tracks and manages service requests, is based on the Information Technology Infrastructure Library (ITIL). HexSM includes a Request Management module and defect management, knowledge base, time sheet, and reporting features. Microsoft ASP.NET and C# are used to render content on the Internet, and SQL Server Reporting Services organize and present the data to users.
- **HexCodeLib**, a library of reusable code snippets that can be dragged and dropped into the Visual Studio or Windows .NET Framework IDE.

## Business Analytics Frameworks and Tools

Hexaware business analytics solutions use proven methods to help business users make sense of their data, quickly and without detailed domain-specific knowledge. Hexaware's ePerformance solution is available for integration with Microsoft software. ePerformance enables enterprise applications to align employee performance with enterprise objectives, assess performance, and apply integrated rewards. It enables enterprise organizations to reduce the effort and cost of developing data analytics-based

applications. These offerings are based on the following Microsoft products, tools, and technologies:

- Microsoft Dynamics AX enterprise resource planning and Dynamics CRM customer relationship management solutions.
- Microsoft SQL Server

## RFID Solutions and Services

Hexaware uses extensive experience in business data and process integration as well as the skills of company wireless solutions engineers to offer these RFID solutions and services:

- Evaluation of suitability of RFID technology for specific applications and changes in business operations needed to prepare for RFID operations.
- Integration of RFID hardware and software with existing business data and processes.
- Evaluation of business operations to determine changes required to take advantage of collected data.
- Enhancement of an active/passive RFID product and a global positioning system GPS yard management system.



**To learn more about Hexaware Solutions, visit [www.hexaware.com](http://www.hexaware.com) or call the sales office nearest you.**

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