


HEXAWARE

mobiquity

# Collection of Digital Transformation client cases using enterprise platforms





A smiling couple, a man and a woman, are in the foreground. The man is wearing a white shirt and the woman is wearing a light-colored top. They are both smiling and looking towards the camera. In the background, there is a light blue house with a white roof and some greenery.

# Improving sales and halving customer services labour for a US City housing department client using Salesforce

## THE CHALLENGE

The client, US City housing department, faced challenges in onboarding and retaining seasonal and year-round labour. Hence, they were looking for a partner that could assist with enabling the seamless implementation of a program that would provide affordable housing to full-time or seasonal employees, who could not otherwise afford to own or rent a home at the client's location.

## THE SOLUTION

The client wanted to achieve end-to-end process automation, to establish transparency throughout processes, enhance governance and compliance, improve customer support, and reduce costs. Hexaware was onboarded as the transformation partner to ensure a smooth user experience. Leveraging Salesforce solutions (Service Cloud, Experience Cloud, and Platform Cloud), Hexaware delivered the solution through automation, straight through processing and customer self-service.

## THE RESULTS

The comprehensive solution favourably impacted the employees of the client and the citizens of the county, bringing in the following benefits:

- Improved sales with superior productivity.
- 50% decrease in customer efforts.
- Central data hub for collecting, storing, and accessing integrated information.
- 360-degree view of tenant, unit, and owner.
- Anytime, anywhere access via mobile to the buyer, as well as seller.

Read more about the [ISG recognized standout case study](#) on how our Salesforce experts revolutionised the digital journey for its client with automation and delivered best-in-class digital transformation.



# How a global professional services company drastically improved their sales pipeline while reducing labour effort by 50% using Salesforce

## THE CHALLENGE

Our client, a global professional services company that minimises risk and enhances efficiency for their customers, was using different instances of Salesforce across its organisation. They wanted to unify their commercial processes, improve data-sharing, and increase cross-selling opportunities of its products and services, while improving customer experience and loyalty. Additionally, the client also wanted to ensure adequate compliance measures were in place and that all users had ease of accessibility to data.

## THE SOLUTION

Hexaware worked closely with the client's teams to review the current state of the processes and developed a centralised global process for the future state. Using industry-leading solutions like Salesforce Sales Cloud, Salesforce Service Cloud and CPQ cloud, we streamlined their sales, quoting, and contracting processes. This provided a single instance of Salesforce across all business units with access to data for all users. Unified support for multi-country and multi-jurisdictional processes was established, and a guided selling process to ensure accurate quotes and improve order accuracy was enabled.

## THE RESULTS

Our solutions achieved the following business benefits for the client:

- Increased sales pipeline of 10K quotes within the first 30 days of launch.
- Faster time-to-market with higher win rates.
- Improved customer loyalty.
- A robust unified system with 600 users globally.
- Data-driven decision making due to accurate reporting of key commercial metrics.
- 50% reduction in quote generation effort.
- 14% increase in cross-sell index among clients.





# 80% Reduction in lease processing time for a Global Leasing Company, with Salesforce

## THE CHALLENGE

The leasing company wanted to create next-gen digital experiences for all stakeholders and transform the business model to keep pace with evolving customer demands. Key requirements:

- Offer customers all the benefits of car ownership without any hassles, which means providing customers with supplementary services, such as roadside assistance, insurance, damage handling and maintenance
- Increase operational efficiency in channel sales and accelerate revenue growth.
- Transform service experience, improve service efficiency, follow global organization processes and stay compliant to local regulations.
- Help franchisees automate manual activities, access real-time key metrics, enable digital customer onboarding and easily extend their business portfolio.

## THE SOLUTION

We partnered with the client in achieving these business objectives by configuring Salesforce Experience, Marketing, Service and Sales clouds, and developing a custom application for franchisee engagement.

With Salesforce implementation and a new leasing platform, the client was able to transform customer service, franchisee business models and sales workflows effectively, while improving experiences for partners and customers.

## THE RESULTS

- 25% productivity improvement.
- 20% cost savings.
- 80% reduction in lease contract processing time.

A man with a beard and a young girl with blonde pigtails are smiling and recycling together. The man is holding a green plastic bottle and about to put it into a green recycling bin. The girl is holding a white plastic bag. They are standing in front of a row of green recycling bins. The background shows a wooden fence and some trees.

# How a leading provider of recycling solutions achieved a 32% profit margin increase, with Microsoft Dynamics

## THE CHALLENGE

A leading provider of recycling and resource recovery solutions with 33 facilities across Europe was facing challenges with their manually-driven lead-to-order process and the unavailability of a unified view of customer information. The process of generating quotes and customer onboarding were time-consuming and the teams involved lacked coordination which led to:

- Inadequate personalization in customer communication.
- Hassles in creating upselling and cross-selling opportunities.
- Lack of real-time insights to boost revenue.

## THE SOLUTION

To help our client transform their manual framework, Hexaware stepped in to deploy Dynamics 365 for customer engagement and implemented a Digital Sales Engagement solution. This comprehensive solution included workshops on design thinking, implementation of the product backlog using Hybrid Agile methodology, weekly show and tell sessions with the end-users, and much more. The same approach was considered while carrying out Microsoft Dynamics 365 implementation for effective defect resolution.

## THE RESULTS

The advantageous outcomes derived are:

- 4x increase in lead generation volume.
- 35% improvement in sales productivity.
- 52% increase in quote acceptance and order closure rate.
- 80% accuracy in forecast on order and revenue.
- 32% increase in profit margins.
- 40% increase in service efficiency.
- 20% increase in renewals.





# Happier clients and employees for a leading European Development Bank with Microsoft Dynamics 365

## THE CHALLENGE

Europe-based leading development bank, a multilateral developmental investment bank, partnered with Hexaware to digitize their entire operation aiming to its vision of becoming a Greenbank by 2025.

## THE SOLUTION

Our solution included end-to-end Microsoft Dynamics 365 CRM sales functions, a 360-degree view of customer interactions, and smarter insights while focusing on agility. The cloud-based solution was rolled out to 1331+ users located in 39 countries.

## THE RESULTS

- Enhanced client servicing and satisfaction.
- Transparent information sharing.
- Improved productivity and brought remarkable process efficiencies.
- More opportunity conversions.

Hexaware implemented the project under the Microsoft Fastrack program. Microsoft architects reviewed solutions after each major milestone and gave positive feedback on the delivery approach and deliverable quality.



# 55% increase in process efficiency and 32% cost reduction for a leading UK-based Water Services Company with Microsoft Power Platform

## THE CHALLENGE

Our client, a leading water supply and treatment utility in the United Kingdom, operated with complex legacy applications that made some of their processes manually intensive, and inefficient. This hindered them from obtaining measurable insights that were imperative to make critical strategic decisions. Hexaware helped the client address these challenges in a more timely, cost-effective manner by harnessing the potential of Microsoft Power Platform.

## THE SOLUTION

To facilitate digital transformation, Hexaware helped the client add low-code application development to their application domain strategy, implemented several low-code development apps and Robotic Process Automation (RPA) to automate laborious manual tasks, and performed Lotus Notes assessment for a path to the modernization of Domino databases.

Additionally, by setting up a robust governance model, the client could now effectively implement, manage, and monitor all activities and, in turn, benefit from rapid ROI, accelerated time-to-market, and enhanced user experiences.

## THE RESULTS

Key business benefits:

- 90% reduction in the effort to gather data with RPA.
- 70% improvement in project management process efficiency.
- 55% improvement in process efficiency with Power Automate.
- 32% cost savings using data to improve scaling of IT resources.
- Faster delivery.



## Get in touch

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