

A close-up, high-contrast photograph of a human eye. The eye is looking directly at the viewer. The iris is a deep blue, and the pupil is black. The reflection in the pupil shows a bright, glowing blue light source. The eyelashes are dark and prominent. The skin around the eye is textured and appears to be in shadow.

HEXAWARE

G-Cloud 15 (RM1557.15) Hexaware Ltd, Service Definitions

Digital Migration Services

January 2026

Table of contents

1 Introduction	3
1.1 Document structure.....	3
1.2 How to use this document	3
2 Service description.....	4
2.1 About our service.....	4
2.2 Delivery framework.....	4
2.3 Service Overview	5
2.3.1 Platform Readiness and Integration	5
2.4 Service features and benefits	6
2.4.1 Key benefits.....	7
2.5 Service scope	8
2.5.1 User support/support levels	8
2.5.2 Support details	8
2.5.3 Accessibility and usability	9
2.5.4 Service constraints	10
3 G-Cloud alignment information	11
3.1 Section introduction	11
3.2 Onboarding and offboarding processes.....	11
3.3 Service Management	12
3.3.1 Customer alignment	12
3.3.2 Performance monitoring.....	13
3.4 Backup, restore and disaster recovery	14
3.4.1 Backup and data protection.....	15
3.4.2 Disaster recovery and restoration	15
3.5 Training	16
3.6 Service pricing.....	16
3.7 Invoicing process	17
3.8 Termination terms.....	17
4 Security and data governance	18
4.1 Data protection and encryption	18
4.2 Compliance	19
4.3 Information security management and certifications	19
4.4 Identity and access management	19
5 Supplier information.....	20
5.1 About us	20
5.1.1 Core Values	20
5.1.2 Our history.....	20
5.1.3 Hexaware in 2026	21
5.2 Why choose us	21
5.3 Relevant experience and testimonials	22
5.3.1 Testimonials:	24
5.4 How to buy	26

1 Introduction

1.1 Document structure

This Service Definition document provides information about the services offered by Hexaware under the G-Cloud 15 Framework. We have designed it to help public sector buyers understand the functionality, security, pricing and management of our services. This document will provide clarity on how to engage with us through the framework.

The document is divided into three core sections:

Service description	Operational delivery	Supplier information
Provides an overview of our migration services, highlighting key features, including comprehensive assessments, structured migration waves, automated provisioning/security controls and ongoing cloud operations enablement	Details how our services are delivered under the G-Cloud 15 framework, covering onboarding. Service levels, business continuity, invoicing, termination and support	Summarises our company background, mission, relevant experience and how to procure our services through G-Cloud

Each section is structured to allow buyers to quickly locate the information most relevant to their stage in the procurement process.

1.2 How to use this document

This document is intended to support buyers throughout their G-Cloud procurement process, from initial service evaluation through to contract award and delivery management. We have outlined this process below:

- To help determine alignment with organisational needs for early-stage evaluation, Section 2 (Service description) outlines our service scope, methodology and core benefits
- For due diligence and contract preparation, Section 3 (G-Cloud alignment information) provides the required detail on onboarding, service levels, data management, support and exit procedures
- To assure data protection and compliance, Section 4 (Security and data governance) outlines our information-security framework, data-handling standards and business-continuity measures
- For supplier verification, Section 5 (Supplier Information) includes background information on Hexaware, relevant accreditations and procurement routes

2 Service description

2.1 About our service

Providing end-to-end support, we deliver Cloud Support and Migration as a comprehensive, ITIL-aligned service that guides organisations through the full cloud lifecycle, from initial assessment and planning to migration execution and ongoing cloud operations. Our services are designed to:

- Reduce migration risk
- Strengthen security
- Ensure compliance
- Establish a stable, scalable cloud operating model that supports long-term transformation

We specialise in helping organisations transition from complex legacy and on-premises estates to modern, cloud-native environments across hybrid and multi-cloud platforms. Leveraging cloud-native tools, proprietary automation and a blended onsite/offshore model, we ensure secure, controlled and efficient migrations with **24x7** monitoring and follow-the-sun execution.

Providing cloud support that extends beyond migration, we continuously monitor operations and optimisation to ensure that cloud environments remain cost-efficient and aligned to business goals. Ensuring quality and compliance, our services are built on ITIL v4 principles, cloud provider best practices and industry security frameworks, including the Azure and AWS Well-Architected Framework.

2.2 Delivery framework

Supporting clients through their data and analytics journey, we deliver end-to-end cloud services. Ensuring our consultants deliver change in a uniform, structured and successful manner, we have developed our CANDID methodology, as outlined below:



2.3 Service Overview

Supporting successful migration, our approach combines deep architectural expertise, structured planning and advanced automation to deliver secure and predictable cloud adoption at scale. To deliver a comprehensive migration service effectively, we employ our bespoke **Amaze platform**. Amaze is an automation-driven framework that accelerates cloud transformation while reducing business disruption and lowering the overall cost of migration.

To align our services with customer needs, we begin with a comprehensive assessment of the existing IT landscape, using:

- Automated dependency mapping
- Workload tiering
- Architectural reviews

This process defines secure, resilient target-state cloud designs, designed to maximise customer satisfaction.

We deliver migration execution through a globally distributed team of **1000+** cloud architects and **12000+** engineers, supported by automated workflows and continuous monitoring for full visibility and issue resolution. Ensuring a seamless transition, we provide day-one readiness with integrated monitoring, governance, security and optimisation capabilities.

Facilitating effective migration services, our successful outcomes include:

- Faster migration timelines through automated assessments, dependency mapping and structured planning
- Reduced migration risk using secure landing zones, well-architected design and controlled rollback mechanisms
- Lower business disruption through phased migration waves, ITIL-aligned change and release management
- Day-one operational readiness with monitoring, security and cloud operations embedded during migration
- Enhanced resilience and long-term stability supported by continuous optimisation and service improvement
- Significant operational and financial risk reduction, proven through large-scale, mission-critical cloud transformations across industries

2.3.1 Platform Readiness and Integration

To maximise performance, we proactively validate system requirements, including hardware capacity, operating systems, browsers and network connectivity, to ensure every component is ready for migration. Guaranteeing compatibility, we conduct an upfront assessment of all systems to enable a secure, disruption-free workload transition.

Delivering multi-platform reliability, we confirm application and infrastructure compatibility before migration. This ensures workloads run smoothly across Windows, macOS, iOS, Android and non-standard operating systems on both desktop and mobile devices. Through comprehensive compatibility checks, we ensure applications continue to operate consistently and dependably after migration.

To accelerate integration, we provide over **550** pre-built APIs, enabling seamless interoperability with common enterprise platforms. By supporting connectivity across legacy, On-premises and cloud systems, we ensure smooth, efficient and scalable integration with your existing technology ecosystem.

2.4 Service features and benefits

Our service is distinguished by our unique methodology and specialised expertise, which provides culturally relevant, impactful design implementations. Unlike traditional consultancies, we offer:

✓ **Well-architected framework alignment**

Aligning cloud environments with a well-architected framework ensures that every workload is designed for security, resilience, performance efficiency and cost optimisation. By establishing consistent architectural standards and guardrails, organisations gain stronger governance and improved visibility across hybrid and multi-cloud environments. This alignment also enhances operational resilience through robust, fault-tolerant designs while reducing costs by avoiding over-provisioning and enabling cloud-native efficiencies.

✓ **Comprehensive infrastructure assessment**

Enabling informed decisions on migration and modernisation, we conduct a comprehensive assessment that provides full visibility into the current-state environment. This reduces risk by exposing hidden vulnerabilities and operational gaps before migration. Automated assessment outputs significantly accelerate cloud adoption timelines and help identify applications best suited for modernisation.

✓ **Modernisation recommendations**

Highlighting opportunities for improvement, we provide recommendations, such as:

- Adopting cloud-native services
- Re-platforming legacy applications
- Refactoring workloads

These insights enable faster service modernisation and guide organisations toward architectures that reduce reliance on legacy components. By shifting to more efficient platforms and services, organisations lower operational costs and increase resilience through modern, scalable application designs.

✓ **Workload dependency mapping**

Reducing migration risk, we identify and document the relationships between applications, databases, services and infrastructure through workload dependency mapping. Providing a clear understanding of dependencies, we can minimise service disruption during migration, enabling accurate sequencing and better rollback planning. This also improves service continuity by integrating with ITIL-aligned change and release processes.

✓ **Automated workload tiering and migration waves**

Supporting structured migration waves, we create automated workload tiering that categorises applications by criticality, complexity and readiness. This phased approach minimises service disruption through predictable execution windows and controlled cutovers, complemented by built-in rollback paths. Automation accelerates adoption by streamlining migration activities, while alignment with ITIL practices ensures continuity and stability throughout the transition

✓ Automated build and provisioning

We improve cloud environment creation efficiency through automated build and provisioning processes by using standardised templates and repeatable workflows. This reduces manual effort and operational cost while ensuring every environment adheres to security, compliance and architectural standards. Through consistent and automated provisioning, we support organisations to enhance governance and accelerate their cloud adoption timelines without compromising on quality or control.

✓ Landing zone assessment and configuration

Supporting effective migration, we conduct a comprehensive landing zone assessment during our assessment and planning phase. Through this we evaluate cloud environments to determine migration, readiness. In this assessment we assess:

- Current architecture
- Governance
- Security
- Scalability

Maximising quality, our landing zone assessment establishes a secure, compliant foundation for cloud operations. This reduces risk by ensuring workloads migrate into environments configured according to best practices for identity, networking, monitoring and governance. These standardised foundations enhance operational resilience and support sustainable, long-term operations through scalable design principles. By embedding compliance and security from day one, organisations achieve a robust baseline for cloud growth.

✓ Automated migration, validation and rollback

We provide predictable and controlled execution through automated migration processes, through wave-group planning, infrastructure spin-up and workload migration. This ensures compatibility with integrated validation and rapid rollback capabilities, making the process more efficient and easier to manage. This reduces risk and minimises service disruption by verifying functionality, performance and consistency before our final handover.

✓ Automated security policy configuration

Ensuring compliance, our centralised automation of security policies reduces the risk of misconfiguration or human error. This improves security and operational resilience by maintaining configuration integrity across all cloud environments.

✓ Ongoing cloud operations enablement

Providing monitoring and optimisation, our migration service enables ongoing cloud operations, maintaining stability and resilience. Improving service continuity, we proactively monitor performance and incident response, while enhancing resilience via continuous optimisation and patch management. Over time, operational costs decrease as environments are refined and resource utilisation becomes more efficient.

2.4.1 Key benefits



Reduced Migration Risk: Minimising unexpected risks during migration, we implement structured assessments, dependency mapping and phased execution. Built-in validation and rollback capabilities further protect service continuity.



Accelerated Cloud Adoption: Improving efficiency, our automation assessment, provisioning and migration activities reduce timelines and remove manual effort.



Improved Security and Governance: Maximising compliance, our standardised landing zones, automated policy configuration and framework-aligned architectures ensure environments remain secure and well-governed.



Enhanced Operational Efficiency and Sustainability: Supporting support sustainable, scalable operations, our cloud-native architectures, continuous optimisation and automated operations reduce long-term operational costs and overhead.

2.5 Service scope

2.5.1 User support/support levels

To ensure buyers can access help quickly, resolve issues efficiently and maintain continuity of operations, we provide a structured, responsive support service. Our service is tailored to the specific needs of each client. We conduct an initial, high-level assessment of our client's current infrastructure and goals, which informs our support plan. This ensures clients receive customised guidance that fits their specific needs. Support plans are based on a variety of factors, including project size.

2.5.2 Support details

For a tailored approach, service levels are customisable and aligned to client-specific operational and contractual requirements during mobilisation. We define response times collaboratively with our clients, with 24/7 user support and incident resolution using our multi-channel service desk, with 24/7 phone line, live chat and email support, with the following response times:

For Service Request SLAs

- **Priority 1 (Critical):** 4 hours response, 1 business day resolution
- **Priority 2 (High):** 8 hours response, 2 business days resolution
- **Priority 3 (Medium):** 12 hours response, 3 business days resolution
- **Priority 4 (Low):** 16 hours response, 4 business days resolution

For Incident SLAs

- **Priority 1 (Critical):** 30 minutes response, 4 hours resolution
- **Priority 2 (High):** 1 hour response, 8 hours resolution
- **Priority 3 (Medium):** 4 hours response, 2 business days resolution
- **Priority 4 (Low):** 8 hours response, 4 business days resolution

Allowing users to track ticket status, manage priority levels and upload supporting information, we document requests through our online ticketing portal, which meets WCAG 2.2 AA accessibility standards. Web chat support also meets the accessibility requirements outlined in EN 301 549. Third-party contractors authorised

by the buyer can access support channels upon request. AI-driven self-service tools are also available to help resolve common issues before reaching an operative.

For strategic engagements, a dedicated Technical Account Manager is available to support onboarding, change requests and service performance.

2.5.3 Accessibility and usability

All interfaces are designed in accordance with WCAG 2.2 AA and EN 301 549 standards. We regularly test usability with diverse user groups, including users with assistive technologies. Providing an inclusive experience for all clients, our accessibility features include:

- **Screen reader compatibility:** The Virtual Agent is fully functional with screen-reading technologies, ensuring that users with visual impairments can access and interact with the platform effectively. This includes support for NVDA, JAWS, VoiceOver, TalkBack and ZoomText
- **Text and screen enlargement:** The Virtual Agent supports text and screen enlargement, making it accessible for users with limited vision
- **Colour accessibility:** The platform does not rely solely on colour to convey information, ensuring accessibility for users with colour perception challenges
- **Keyboard navigation:** All features and functions within the Virtual Agent can be accessed and manipulated using a keyboard, making it accessible for users with limited manipulation or strength
- **No hearing requirement:** The Virtual Agent does not require hearing for interaction, making it accessible for users with hearing impairments
- **Cognitive accessibility:** The Virtual Agent uses standard terms that are understandable by users with limited language, cognitive, or learning abilities
- **Photosensitive seizure safety:** The platform is designed to minimise triggers for photosensitive seizures
- **Privacy protection:** Systems are in place to ensure the privacy of individual users

Evidencing the accessibility of our dashboards, we have provided the images below to demonstrate how those with limited vision or colour blindness can access our services.

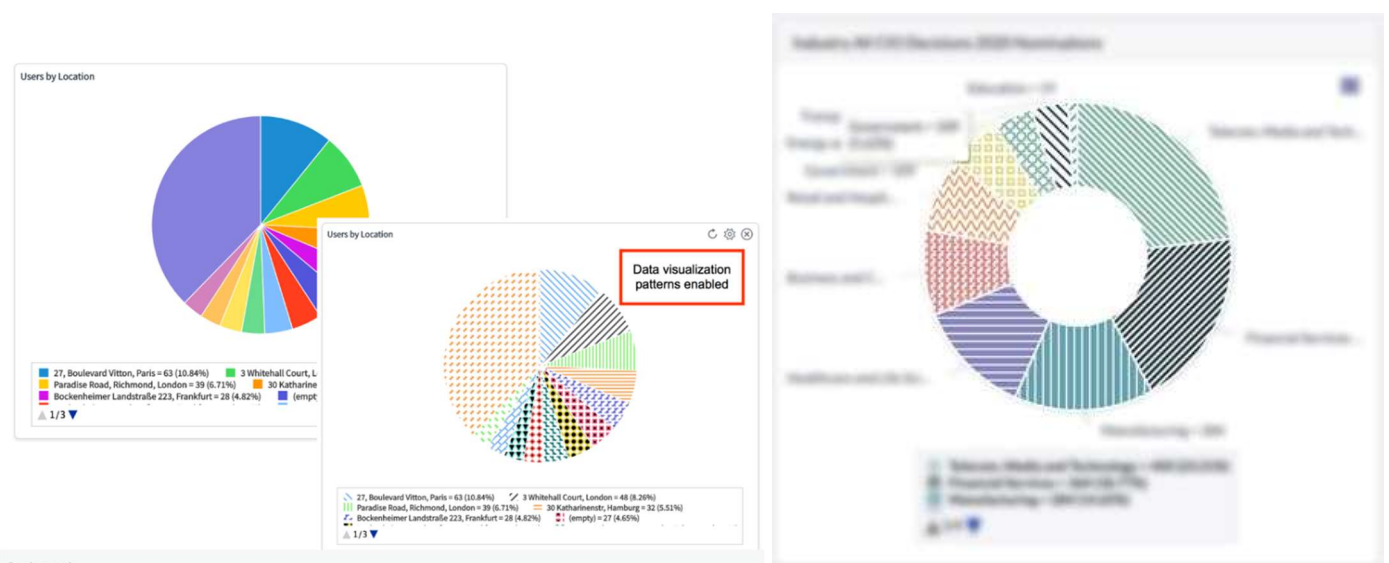


Figure 1: Accessibility features

2.5.4 Service constraints

Successful migration delivery requires consistent and active customer engagement across strategic, tactical and operational levels. To ensure a smooth onboarding, migration and steady-state operation, we rely on our clients to:

- Provide timely reviews and approvals for project milestones, deliverables and change requests
- Grant access to required systems, environments and resources necessary for configuration, testing and integration
- Share accurate and complete information relevant to business processes, technical architectures, data sources and operational requirements

Delays in delivering these responsibilities may impact overall project timelines, limit our ability to proceed with planned activities and affect operational readiness at go-live. Active collaboration and adherence to agreed timelines are essential for achieving expected outcomes.

3 G-Cloud alignment information

3.1 Section introduction

Ensuring quality and compliance, each phase of our onboarding/offboarding process is underpinned by our **ISO 9001 and 27001 accredited management system** and supported by defined roles, responsibilities and service levels that align with G-Cloud 15 framework requirements. Our approach combines structured project controls with the flexibility needed for rapid iteration, ensuring clarity, accountability and consistent quality from mobilisation to completion.

This section explains how Hexaware and client teams will work together at each stage of delivery, from onboarding and configuration through to execution, support and secure offboarding.

3.2 Onboarding and offboarding processes

3.2.1 Onboarding

Ensuring all parties are aligned before delivery, our onboarding process is a structured engagement designed to align technical capabilities with business goals. Our typical onboarding timeline for standard engagements is **16 weeks**. An example of our typical onboarding steps is detailed below:

Week 1-2	Transition Planning phase: We define tools, processes, people and governance models, finalising our transition plan, responsibility matrix, schedules and compliance requirements. To maximise goal alignment, Quality Gate 1 confirms readiness to proceed, validating planning artefacts, roles, timelines and transition objectives.
Week 2-6	Knowledge Transfer phase: We focus on gaining structured knowledge acquisition from incumbent teams or stakeholders. This includes system overviews, technical specifications, runbooks, SOPs, KEDB creation and knowledge repositories. Through Quality Gate 2, we ensure knowledge completeness, documentation quality and stakeholder sign-off.
Week 6-14	Responsibility Transfer: Our teams observe, shadow and then progressively assume operational responsibility while demonstrating service capability. We monitor performance through quality metrics, Key Performance Indicators (KPIs) and issue tracking. We then confirm operational readiness, risk mitigation and controlled ownership transfer through Quality Gates 3 and 4.
Week 14-16	Stabilisation phase: We focus on SLA baselining, performance tracking and issue resolution under live conditions. Ensuring effective service delivery, we refine processes and establish reporting. We then validate service stability and transition success through Quality Gate 5.
On going	Steady State: We assume full accountability for operations and continuous improvement.

3.2.2 Offboarding

To ensure a smooth transition and sustained value after delivery, every engagement concludes with a structured offboarding phase. Focusing on a secure, compliant and seamless handover of services, our process is as follows:

- 1. Formal handover planning:** This includes scope confirmation and confirmation of customer satisfaction
- 2. Knowledge Transfer:** We deliver comprehensive documentation, including sharing system documentation, runbooks, Standard Operating Procedures (SOPs), configurations and operational insights

3. **Service Transition:** We ensure that all systems are working correctly and provide forward/reverse shadow support, where required, to ensure operational readiness of the receiving team
4. **Access Revocation execution:** We systematically remove our team's access to the client's data environments to ensure security
5. **Project Closure Review:** We confirm that all agreed outcomes, such as specific TCO savings or effort reductions, have been achieved and formally signed off

3.3 Service Management

Our delivery team manage services in accordance with ISO principles and scale management levels appropriately to the scope, expectations and requirements of each project. A dedicated Account Manager oversees delivery and acts as the single point of contact throughout the project lifecycle.

Our services are tailored to the unique needs of each client. We conduct an initial, high-level assessment of our client's current infrastructure and goals, which informs our support plan. This ensures clients receive customised guidance that fits their specific needs. Support plans are based on a variety of factors, including project size.

Providing proactive engagement and tailored solutions, we employ a **3-in-a-box** account management model, which includes:

- **An Account Manager:** The client's main point of contact, coordinating all activities and monitoring client satisfaction
- **A Delivery Head:** Responsible for strategy development and ensuring deliverables are met and on time
- **Support Engineers:** Provide Operational leadership for day-to-day delivery, overseeing incident resolution and request fulfilment. They also monitor delivery and troubleshooting to ensure we meet agreed SLAs

Providing comprehensive oversight, this 3-tiered management system ensures alignment with client objectives and seamless coordination for effective support.

3.3.1 Customer alignment

Offering flexible support models designed to fit clients' individual needs, we tailor our services through discovery workshops and ongoing check-ins. This allows us to adapt service scope, response times and delivery models to align with customer priorities and evolving needs.

Facilitating engagement, we use collaborative approaches, including:

- Regular stakeholder meetings
- Shared roadmaps
- Transparent communication

These methods allow us to work closely with clients, ensuring goal alignment, accountability and timely decision-making.

Maximising user-centred design, we involve users early through feedback sessions, usability reviews and pilot deployments. Through these, we continuously gather feedback through surveys, support interactions and performance metrics, which we use to refine services and drive continuous improvement.

3.3.2 Performance monitoring

To effectively measure ongoing compliance and goal alignment, we regularly review performance, assessing milestones, risks, dependencies and any required corrective actions. This includes:

- **Performance alignment and reviews:** We measure adherence to SLAs through a structured and transparent performance framework designed to monitor, report and continuously improve service delivery. During mobilisation, we collaborate with the customer to define critical SLAs and KPIs, aligning them with business objectives and operational requirements.
- **Measuring compliance:** To measure compliance with timescales and KPIs, we employ advanced tools such as the **Tensai Insights dashboard**, which provides real-time visibility into SLA performance and engagement metrics. This dashboard acts as a single source of truth, enabling role-based insights for informed decision-making and proactive issue resolution
- **Reporting:** Regular reporting is a cornerstone of our approach. During onboarding, we agree on a frequency and format for reports to be shared with clients. Typically, we provide detailed weekly, monthly and annual performance review reports, including metrics such as response time, resolution time, uptime and availability
- **Feedback monitoring:** We conduct periodic service reviews and governance interactions with stakeholders to address impediments and track corrective actions. Additionally, fostering a culture of accountability and continuous improvement, customer satisfaction scores and SLA metrics are linked to individual and team performance goals

Providing accountability, Account Managers will be responsible for embedding remedial actions if required. Operational reports can also be provided to buyers on request.

Embedding continuous improvement principles from the start of each contract, we will review our progress against agreed milestones at review meetings. Where improvements are identified, we will implement these immediately, sharing learnings across the organisation.

Providing accountability, Account Managers will be responsible for embedding remedial actions if required. Operational reports can also be provided to buyers on request.

Embedding continuous improvement principles from the start of each contract, we will review our progress against agreed milestones at review meetings. Where improvements are identified, we will implement these immediately, sharing learnings across the organisation.

Performance dashboards

In line with our ISO-9001 accredited Quality Management System (QMS) we track all KPI/SLAs using dashboards within **Tensai**, our insight dashboard system. This tracks features such as schedule details, test case analytics and build quality to ensure we are meeting client expectations.

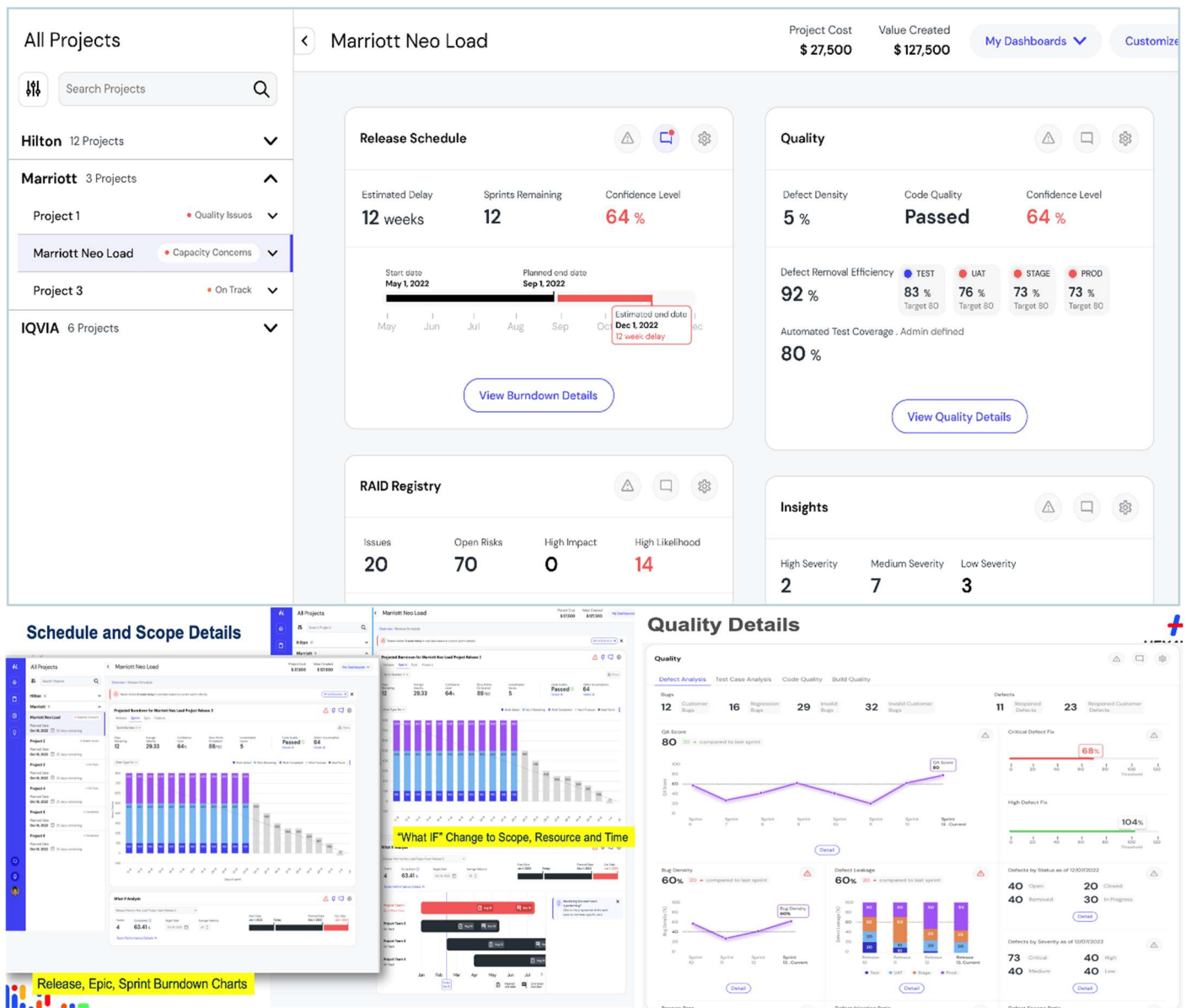


Figure 2: Example KPI dashboards from previous migration projects

3.4 Backup, restore and disaster recovery

For our organisational data, Backups of critical systems and data are performed on daily, weekly, monthly and yearly cycles. Backups are maintained as immutable copies using the 3-2-1 backup principle to protect against data loss, corruption and ransomware.

Maximising security, we don't store customer data within our environment. All data storage and processing occur exclusively within customer-owned environments or within customer-approved cloud platforms and hosting regions selected by the customer. Ensuring security compliance, our services operate through secure, access-controlled connectivity to customer environments and are used only for the duration required to deliver the service. We do not keep or back up customer data.

Upon contract completion, we immediately discard customer data, ensuring no residual data remains in our environment. Facilitating effective security management, we rely on a comprehensive Data Protection and Privacy Policy, which includes clear definitions and controls for personal and sensitive information, such as

Personally Identifiable information (PII), Sensitive Personal Information (SPI) and Protected Health Information (PHI). Supporting secure data oversight, we employ strict technical measures, including encryption, data minimisation and secure deletion processes, to ensure that no residual data remains in our environment upon contract completion. This approach maximises continued customer ownership, control and compliance.

To safeguard all client and corporate information assets, we maintain comprehensive Data Protection, Business Continuity and Information Governance policies. Maintaining service continuity, data integrity and minimal disruption to client operations, business continuity and resilience processes are governed through a formal Business Continuity Plan (BCP). This was designed to ensure that critical services and operations continue with minimal disruption during major incidents or disasters.

For each project, we perform a **Business Impact Analysis (BIA)** to identify critical services, define acceptable **Recovery Time Objectives (RTO)** and align recovery strategies to contractual requirements. We maintain documented recovery strategies for critical systems and delivery functions and continuity plans are validated through structured testing and governance cycles.

3.4.1 Backup and data protection

Minimising potential disruption, we ensure data protection through redundant infrastructure and resilient design, including:

- Intra-office hub-and-spoke network connectivity
- Multiple Internet Service Providers (ISPs) for internet resilience
- Active and passive server configurations for critical applications
- High availability network devices and load-balanced traffic
- Primary and fallback system mechanisms
- N+1 UPS power configurations and generator-backed power supply
- Regular immutable backups with offshore storage and restoration checks

We validate continuity readiness through regular testing and simulations, including:

- 6-monthly BCP drills covering critical IT services, networks and applications
- Quarterly cyber crisis simulations and tabletop exercises
- Out-of-band (OOB) communication platforms for crisis coordination

These measures ensure that critical services can be recovered within agreed tolerances while maintaining information security and operational continuity.

3.4.2 Disaster recovery and restoration

In the event of disruption, our Disaster Recovery Plan sets out recovery priorities and escalation procedures. Our defined objectives are to:

- Restore essential systems within **24 hours**
- Limit potential data loss to less than one business day
- Maintain continuous communication with client contacts and stakeholders throughout recovery

Following every exercise or live incident, we complete a post-event review and integrate lessons learned into updated procedures.

3.5 Training

Maintaining compliant, quality service delivery, we employ a bespoke training regime to ensure full alignment with client goals and expectations. This includes:

- **End-user training:** Instructor-led or e-learning sessions that cover day-to-day functionality and process integration
- **Train-the-trainer programmes:** Developing in-house super-users to deliver ongoing local training and reinforce practical, hands-on experience
- **Classroom and remote instructor-led sessions:** To strengthen both foundational and advanced capabilities
- **Digital onboarding:** Supported by structured knowledge-management systems, we deliver role-based skills development through our Knowledge Academy, HexaVarsity and SONIC platforms.

To align with local learning-management systems and public sector frameworks, we co-design training with client stakeholders and measure effectiveness through participant feedback, completion records and post-training assessments.

Knowledge guides

Providing end-to-end support, we provide a complete suite of knowledge guides, including:

- Digital onboarding kits
- Induction materials
- Knowledge libraries
- Digital development guides

These guides embed structured knowledge-management and collaboration tools tailored to the client environment. Additionally, we supply domain-centric materials and technical/product-specific training content to support rapid familiarisation and high-quality delivery.

3.6 Service pricing

To facilitate accessible, flexible service delivery, we offer a range of pricing models, including:

- **Time and material (T&M):** Billing based on hourly rates, allowing flexibility for changes without contract amendments
- **Fixed capacity:** Set effort capacity reserved for a fixed period, pricing can be T&M fixed fee or adjusted based on story points
- **Resource Unit (RU) based pricing:** The cost and deliverables are fixed with mutually agreed milestones and acceptance criteria
- **Managed Services (Fixed Pricing):** Outcome-based model used in development projects or application support, for projects managed by the vendor
- **Gain Share Model:** Shared financial benefits linked to achieved efficiencies and performance improvements
- **Vested Partnership Model:** Outcome-driven partnership focused on shared goals and mutual success
- **Other Commercial Models:** Custom pricing structures tailored to specific customer requirements and risks

3.7 Invoicing process

Providing a transparent, effective invoicing process, we are aligned with G-Cloud and client procurement terms. Invoices are issued monthly, unless otherwise specified in the SOW and itemised to reflect agreed milestones, deliverables or time-based services.

Each invoice includes:

- Purchase order number and reference
- Description of services delivered during the billing period
- Time or milestone breakdown
- Applicable VAT

Invoices are submitted electronically to the client's designated finance contact or portal, with standard payment terms of 30 days from the date of receipt. In line with best practice, disputes will be handled quickly and efficiently.

3.8 Termination terms

Termination of services is governed by the Crown Commercial Service G-Cloud 15 Call-Off Terms and Conditions and the specific call-off contract. Both Hexaware and the client may terminate the engagement with appropriate notice, usually 90 days, or 30 days in the event of material breach or non-payment. Upon termination, we will securely transfer all client data, documentation and deliverables back to the client.

Additionally, upon early termination of the project for any reason, Hexaware and Customer shall mutually agree and Customer shall be liable to pay Hexaware for costs associated, including any transition, transformation, tools, investment or outstanding invoices raised by Hexaware. This is for the aggregate value of unrecovered services performed, or any third-party expenses incurred by us.

4 Security and data governance

4.1 Data protection and encryption

Ensuring confidentiality and protection against interception, customer information is protected through an enterprise-wide Information Security Management System (ISMS), Privacy and Business Continuity framework aligned with our **ISO 27001**, **ISO 27701** and **ISO 22301** accreditations. This governs the establishment, implementation, maintenance and continual improvement of security controls across people, process and technology domains, ensuring consistent protection of customer data and critical systems.

To maintain the security and integrity of data, we manage encryption keys through secure key-management systems with strong rotation and access controls. Continuous monitoring ensures any anomalous activity is detected and escalated in real time. Security is implemented using layered technical, physical and procedural controls aligned to defense-in-depth principles, including:

Physical controls	Logical controls	Procedural controls
- Controlled access to work areas through access cards 24/7 security guards at entry and exit points - CCTV surveillance and visitor management - Restricted area approvals, door alarms and fire detection systems	- Role-based and need-to-know access models - Segregation of duties between production and non-production environments - Secure VPN-based access to client environments - Multi-factor authentication - Next-generation firewalls, IDS/IPS, NAC and DLP - Endpoint protection, patch management and encryption - SIEM-based continuous monitoring - Vulnerability assessments, penetration testing, malware sandboxing and application security reviews	- Formal change and incident management processes - Periodic access reviews and audit cycles - Secure data retention and destruction at engagement closure - Business continuity and disaster recovery governance

4.2 Compliance

Maintaining protection against unauthorised access, all data at rest is encrypted using **AES-256** and is stored exclusively within accredited **EEA data centres** that comply with **ISO 27001** and recognised security and resilience standards. Our approach leverages modern architectures, including Data Lakes, Enterprise Data Warehouses and Lakehouse patterns, to handle diverse workloads from batch reporting to real-time event stream processing.

Facilitating secure storing and processing, we maintain Cloud-based scalable infrastructure and data pods to accommodate a range of needs. Additionally, to support a flexible, hybrid data ecosystem, we accommodate both On-Premise and Cloud environments, which meet specific latency and residency needs. We provide scalable solutions across all major hyperscalers, including AWS, Azure and Google Cloud and specialise in platforms like **Snowflake** and **Databricks** for high-performance analytics.

Compliance with UK/EU data regulations

Ensuring strict compliance with EU/UK standards, we tailor our storage and processing strategies to the client's specific data classification requirements. Our **Data Governance 10 point Frameworks** and **Data compliance and security strategies** are embedded directly into the solution design.

We also leverage Master Data Management (MDM) and Metadata Management to maintain control, using our Data Encryption and Access Control system to ensure that sovereignty and residency mandates are rigorously enforced.

4.3 Information security management and certifications

Providing effective oversight, our Head of Information Security Governance team, Maria bellarmine Peter raj will be our Chief Information Security Officer is our Information Security Manager. Supporting secure service delivery, they are responsible for all security governance, risk management and compliance activities.

Operating within a formal information-security governance framework, our services are supported by the following certifications and independent assurance:

- ISO 27001:2022 – Information Security Management
- ISO
- SOC 2 / SOC 2+ Type II
- HITRUST (2024)
- ISO 14000 (2023)
- PCI-DSS (for selected customers)
- ISO 22301:2019 – Business Continuity Management
- Cyber Essentials Plus 27701 – Privacy Information Management
- SOC 1 Type II
- ISAE 3000 & GDPR Assessments

4.4 Identity and access management

Security access is governed through a comprehensive set of policies and controls aligned with our **ISO 27001** accreditation and the UK government's cloud security principles. The Project Manager oversees access and monitors adherence to our security policies.

All staff with access to systems or customer data undergo background screening. Access is granted on a strict least-privilege basis and protected through MFA and activity logging.

5 Supplier information

5.1 About us

At Hexaware, solving IT and business process challenges is our mission. Our ethos is deeply rooted in creating a meaningful impact on the world through the power of technology and people. We address complex problems across industries with innovative solutions:

- Transforming Data into Insights: Leveraging AI to uncover actionable insights.
- Enhancing Customer Experiences: Delivering innovative platforms to improve user engagement.
- Cloud Migration: Ensuring smooth and secure transitions to the cloud.
- Contact Centre Management: Providing efficient and reliable solutions.

Our collaborative approach ensures exceptional outcomes at every step, turning your challenges into proven success stories. Together, we dream big, innovate relentlessly and create a brighter future.

5.1.1 Core Values

Guiding our decisions and shaping our culture, our values are based on our **5 core principles**:

- 1. Put People First:** We prioritise the well-being and engagement of our employees, enabling them to create better solutions for our customers
- 2. Create Customer Value:** As a trusted partner, we aim to surpass expectations and deliver value to help businesses grow and thrive
- 3. Innovate Relentlessly:** We push boundaries, embrace change and continually find new ways to solve problems for our customers
- 4. Be Sustainable:** Ensuring a better tomorrow for our stakeholders and the planet, sustainability is integrated into all our operations
- 5. Come On In:** We foster an inclusive environment where everyone feels welcome, safe and valued

5.1.2 Our history

1990:	Hexaware was founded as Aptech Limited, focusing on training technology talent for the Indian IT industry.
1995:	We expanded operations to North America and Europe, establishing a strong reputation in application development and maintenance.
2001:	The training arm of Aptech was demerged and the company was renamed Hexaware Technologies Limited. This marked a strategic shift to focus solely on IT services.
2006:	Acquired Focus Frame, a testing services company in Mexico, which was later integrated into Hexaware.
2012-2013:	Launched SaaS offerings, mobile testing solutions and enterprise mobility services. Calibre Point, the BPO arm of Hexaware, was merged into the parent company.
2019:	Acquired Mobiquity, a digital service provider renowned for its innovative work in customer experience, mobile and cloud solutions.
2023:	Formed a joint venture in Qatar with Al-Balagh through QFC. Opened new delivery centres in Bhopal and Dehradun, India.
2024:	Acquired Softcrylic, a premier data consulting firm, to enhance data and analytics capabilities. Expanded operations with new delivery centres in Sri Lanka, Coimbatore and Mangalore, India and a 1000-seat facility in the Philippines.

2025: Relisted on the NSE and BSE on February 19, marking a significant milestone. New delivery facilities opened in London, UK and Chicago, USA. In July, we acquired SMC Squared, a leader in Global Capability Centres, merging their build-operate GCC model with Hexaware's AI-powered IT delivery. This strategic integration launches GCC 2.0, unlocking long-term value through advanced, platform-driven operational excellence.

5.1.3 Hexaware in 2026

Hexaware is a purpose-driven global technology and business process services company operating in over **30 countries**. With a workforce of **over 31,000** professionals from **90+ nationalities**, we are committed to creating smiles through great people and technology. Our AI-first approach enables us to:

- Build great digital products that deliver frictionless customer experiences.
- Transform enterprises into cloud-native organisations.
- Optimise operations with AI-based platforms and a predominantly generative AI-trained workforce.

Revenue and Growth

Evidencing our successes, we have achieved an **18% CAGR** over the last decade, with a projected revenue of \$1.5 billion for 2025.



5.2 Why choose us

We are uniquely positioned to deliver exceptional value through our innovative solutions, cultural alignment and proven track record. Our flexible, partner approach ensures access to senior leadership, tailored solutions and a partnership-oriented mindset that values continuity and trust. Below, we have outlined the key differentiators that set us apart:

- 1. Comprehensive delivery service across key areas:** Ensuring a seamless experience for clients, we offer integrated service delivery across all key areas, including:
 - **Cloud Services:** We improve strategy, migration, modernisation and managed cloud operations to deliver scalable, secure and resilient cloud foundations
 - **Data & Analytics:** We manage data modernisation, analytics and AI-driven insight frameworks to unlock value and accelerate decision-making
 - **Digital & Software Solutions:** We deliver product engineering, experience design and digital solutions that create differentiated customer and employee experiences
 - **Digital IT Operations:** We provide integrated infrastructure and digital workplace services, application management, testing/quality engineering, cybersecurity and intelligent automation
 - **Enterprise Platforms:** We support implementation and managed services to maximise ROI on platforms such as Oracle, SAP, Salesforce, Workday, ServiceNow, Adobe and Snowflake
 - **Global Capability Centers (GCC):** We build and scale future-ready, AI-enabled capability centers to improve speed, quality and cost efficiency across enterprise functions

- **Generative AI:** We support end-to-end GenAI strategy, use-case acceleration and responsible AI enablement to enhance productivity and innovation.
 - **Business Process Services (BPS):** We facilitate experience-led operations across customer support, content/marketing ops, finance and accounting and automation to drive efficiency and agility
2. **Proven methodologies and accelerators:** Our proprietary platforms, including Tensai, Amaze and RapidX, drive automation, efficiency and innovation
 3. **Security and compliance embedded:** We embed security into our processes, aligning with our ISO 27001, ISO 20000, ISO 22301 and CMMI Level 5 certifications. Our services also align with NIST, SOC 2 and other regulatory standards critical to various industries
 4. **Flexibility and scalability:** Ensuring scalability to meet fluctuating demands without compromising quality, we operate a Core-Flex Model, focusing on Outcome-Based Engagements and delivering measurable results.
 5. **Innovation-driven approach:** Hexaware integrates advanced technologies such as AI, machine learning and process mining to drive continuous innovation
 6. **Commitment to Sustainability:** Hexaware integrates sustainability into all operations, aligning with global focus on environmental and social responsibility. We collaborate with stakeholders to build a better tomorrow through innovative and sustainable solutions

Hexaware’s unique combination of cultural alignment, innovative solutions and proven expertise makes us the ideal partner. By choosing Hexaware, you gain:

- **Localised Expertise:** Deep understanding of the UK market and public sector requirements.
- **Proven Track Record:** Demonstrated success in delivering measurable outcomes for UK clients.
- **Cost Efficiency:** Significant cost savings through automation and optimised delivery models.
- **Innovation and Agility:** Cutting-edge technologies and flexible engagement models tailored to your needs.

Hexaware is committed to empowering organisations to achieve their digital transformation goals, enhance user experiences and drive sustainable growth.

5.3 Relevant experience and testimonials

Case Study

Cloud Cost Optimisation and FinOps Implementation for **Vontier**, an American industrial Manufacturing Company

Demonstrating the scope of our migration capabilities, Vontier faced significant challenges in managing complex billing and pricing structures across **200+ subscriptions** on AWS and Azure. Their key issues included:

- Multiple subscriptions within the same operating companies (OpCos), leading to cost consolidation and segregation difficulties
- The need for behavioural and hygiene process improvements
- Resistance from application teams to implement cost optimisation recommendations

To combat these, Hexaware implemented a comprehensive FinOps solution to address these challenges, which included:

- Tagging subscriptions to OpCos to simplify the cost show back
- Facilitating real-time reporting and dashboards, enabling swift detection and resolution of issues
- Providing data-driven recommendations to optimise resource utilisation and dispose of unused or idle resources
- Delivering ongoing recommendations based on utilisation trends to support timely business decisions
- Establishing guardrails for architectural best practices and compliance frameworks

Successes

Evidencing the value of our migration services, the implementation of our FinOps solution delivered measurable outcomes, including:

- A **15%** reduction in overall cloud spend, significantly reducing costs
- Report consolidation for CXOs became 7x faster, maximising efficiency
- Managed over 4,000 configuration items (CIs) across multi-cloud environments, including 2,500+ IaaS instances, 1,200+ functions and 300+ PaaS/databases
- Enabled data-backed business decisions

Providing comprehensive service delivery, we operated across locations, including:

- USA: Azure (2 regions), AWS (3 regions)
- Europe: Azure (1 region), AWS (1 region)
- APAC: Data centers in Singapore and Mumbai

5.3.1 Testimonials:



“The partnership with Hexaware is to really help us extend our strategic point of view and figure out how to appropriately execute on our strategic journey we’re embarking on. It’s been a great experience over the last two years.”

John McCorry, Chief Information Officer
Airlines Reporting Corporation (ARC)

“If I have to say one thing about Hexaware, it is the fact that this partner in trials and tribulations has stood with me. Despite the complex problems that I have given them, they have stood with us and taken the heat and still, they are standing right next to me and they have helped us succeed throughout. They are an excellent partner, especially in emerging technologies and digital technologies like IoT, smart factory, AR VR, supplier collaboration and gen AI.”

Kris Rao, Chief Information and Digital Officer
HNI Corporation



“Hexaware has been a great partner. We operate in 120 countries and have a lot of complex projects. We serve a large spectrum of clients, from large enterprises to small businesses. So, the breadth and depth of the businesses is wide and varied. Hexaware’s engagement has been critical in enabling us to serve our customers better. They continue to play an important role in our 3X3 transformation.”

Abdul Razack, Global Head of Product & Engineering
Aon Plc



“For us, Hexaware has been a key partner in allowing us to focus on the areas that are the highest value priorities. Given the limited number of resources we have, Hexaware can step in and assist with the important day-to-day work, allowing us to advance projects much more quickly with the resources we have.”

Bert Odinet, SVP and Chief Innovation Officer
Freeport-McMoRan



5.4 How to buy

Hexaware's services can be procured directly through the Crown Commercial Service (CCS) G-Cloud 15 Digital Marketplace. Buyers can search for Hexaware on the Digital Marketplace and select the required service listing. Once selected, the buyer and Hexaware will:

- Agree a Statement of Work (SOW) detailing scope, deliverables, timescales and pricing
- Raise a Call-Off Contract under the G-Cloud framework terms
- Issue a Purchase Order (PO) to confirm commencement

Ensuring transparency, quality and compliance with public-sector procurement regulations, all engagements are delivered in line with G-Cloud framework conditions.

Enquiries or pre-contract discussions can be arranged through our central contact point:

- **Contact:** Debabrata Dey
- **Telephone:** 07432479231
- **Email:** DebabrataD1@hexaware.com