



HEXAWARE

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

Design Implementation Services

January 2026

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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 digital Implementation services, highlighting key features, including -centric design, agile delivery, tailored training and analytics-driven improvement.	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

We offer a comprehensive Experience Design (XD) service intended to improve user experiences by designing products, processes, journeys and environments that enhance usability and satisfaction. Underpinned by robust frameworks including Agile delivery for iterative and flexible project management, **ITIL v4 and our ISO 9001-accredited Integrated Management System**, our approach focuses on providing quality services tailored to clients' goals, culture and ethos.

Ensuring compliance and user satisfaction, we embed Design Thinking principles into our approach to foster user-centric innovation and collaboration. Facilitating high-quality results, key features of our service include:

- Experience strategy and design
- Customer journey staging
- Mobile and omni-channel design
- Brand and content strategy
- Platform integration for digital commerce and marketing

Additionally, we also employ PRINCE2 for structured project governance where applicable.

Underpinning product strategy and innovation, our consultancy approach centres around a user-friendly, design-led mindset called Experience First. Maximising collaboration, we employ methodologies, such as Agile, combining them with design thinking principles and extensive user research. This process involves:

- Persona creation
- Empathy and task flows mapping
- Heuristic evaluations
- Client workshops
- Prototyping validated through usability testing

We also leverage omnichannel customer interaction strategies to build consistent brand trust and reputation.

2.1.1 Contract examples

Demonstrating our successful transformation of customer experiences and operational efficiencies, our engagement with a global health and fitness provider led to a **20% increase** in member retention and a **30% boost** in user engagement by leveraging advanced analytics and multi-channel communications.

Streamlining service features, our mobile app solution boosted accessibility allowed customers to better engage with our client. Evidencing our quality, this app rated highly in all major app stores, receiving a **4.8** on iOS and **4.5** on Android.

Evidencing our ability to develop user-friendly, scalable digital experiences, during our redesign for Grant Thornton, we streamlined document sharing and real-time dashboard reporting. This simplified user workflows and improved dashboard interactivity, enhancing user satisfaction. These results reflect our mission to create culturally relevant, impactful design implementations that drive business value and customer loyalty.

2.2 Delivery framework

Supporting clients through their digital implementation 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:



Capture: We first conduct research, building a comprehensive understanding of user needs, business objectives and the existing digital and operational landscape. Our team engages stakeholders through structured workshops, conducts in-depth user research and analyses current journeys to uncover pain points and opportunity areas.



Assess: We then assess insights gathered during discovery to validate gaps and identify opportunities. Our specialists perform heuristic evaluations, accessibility audits and feasibility assessments to ensure all proposed solutions meet compliance standards and technical readiness.



Navigate: Maximising client collaboration and engagement, we navigate solution development through co-creation and iterative design. We prototype key interactions and conduct usability testing to validate functionality, accessibility and user satisfaction. Throughout this phase, we maintain strong collaboration with technical teams to ensure alignment with Agile delivery cycles.



Deliver: Our designers collaborate closely with development teams to support build activities, perform design QA and ensure the solution meets usability, brand and performance expectations. We provide structured governance aligned with ITIL and PRINCE2 standards, enabling secure, error-minimised and scalable deployment.



Improve: We improve the experience post-launch through continuous monitoring, analytics-driven insights and user feedback loops. We review behavioural data, evaluate performance against KPIs and conduct UX audits to identify enhancement opportunities. Our approach helps maintain accessibility compliance, reduce operational friction and respond to evolving user expectations.



DEMONSTRATE: We demonstrate measurable value by reporting clear, quantifiable outcomes and showcasing improvements in user engagement, efficiency and satisfaction. Our teams present performance dashboards, analytics insights and evidence from usability test results to validate impact. We document successes, share lessons learned and articulate how the delivered experience drives business results.

2.3 Service Overview

Informed by **15 years'** experience and proven deployment across global industries, we specialise in supporting public sector organisations through our design implementation services. We are a client-centric, outcome-driven consultancy service, providing comprehensive strategies and bespoke IT solutions to achieve measurable outcomes.

Under the G-Cloud 15 Framework, we will provide end-to-end design implementation support created to help organisations transform their systems and connect with their audience. Ensuring high-quality delivery, we use cutting-edge tools, certified usability analysts and structured methodologies such as Agile, Design Thinking and ITIL. These systems simplify workflows and reduce errors, which improves operational efficiency and customer satisfaction.

Additionally, Hexaware's expertise in secure, seamless mobile app development, including native apps with secure cloud connectivity, ensures robust data security. Our flexible, white-labelling options, multi-OS support and customisable solutions further enhance adaptability across industries and clientele. Our clients consistently note improved user engagement, reduced complexity and faster time to market thanks to automation and continuous improvement fuelled by real-time analytics. This blend of design excellence, security and flexibility creates measurable impacts that set Hexaware apart in the marketplace.

Providing a seamless digital experience, we partnered with Asia's largest real estate group, with over 16 brands across 190 cities in 30+ countries, to create an app for their global lifestyle customers. Tailoring our solution, we developed the ASR loyalty & rewards mobile app, integrating virtual and physical showroom orders across 185 properties. The app offers a touchless, personalised guest journey from pre-booking to post-booking with self-service features, data-driven personalisation and a future-proof modular architecture for exceptional customer experiences.

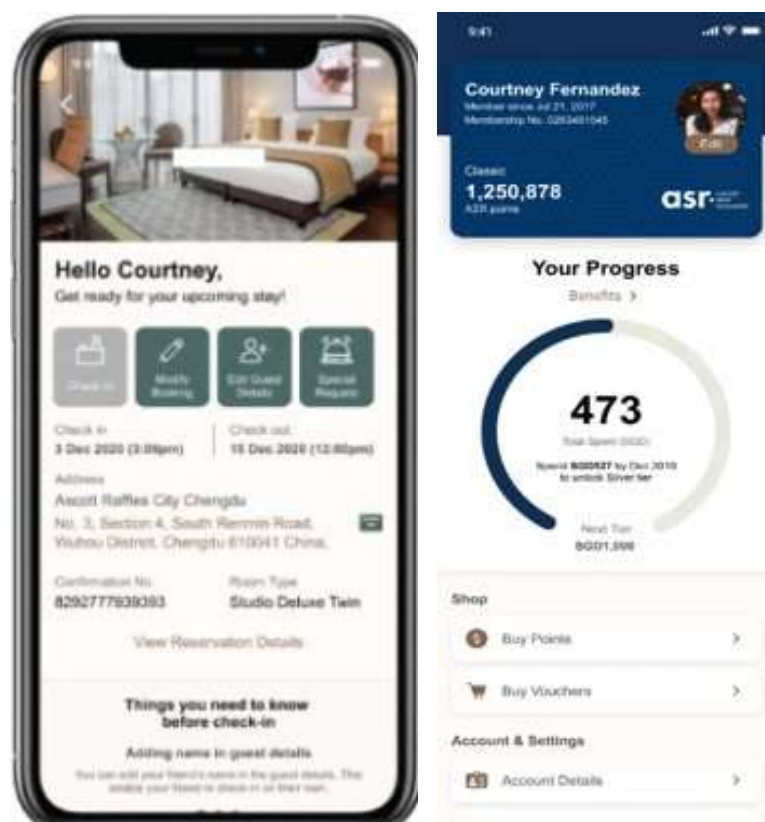


Figure 1: ASR loyalty & rewards mobile app

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:

1. **Experience strategy and customer journey staging:** We define end-to-end experience strategies and map customer journeys to clearly understand user needs, emotions and pain points across all touchpoints. This simplifies complex workflows and creates intuitive, consistent user journeys that improve customer satisfaction and adoption

- 2. User research and persona development:** Through qualitative and quantitative research, we build evidence-based personas representing real user behaviours and goals. Reducing rework and operational risk, we validate designs early to maximise alignment. Improving engagement and satisfaction, our research enables us to align UX design with brand guidelines, tone of voice and content strategy across digital products
- 3. Omnichannel interaction and customer experience design:** We design seamless experiences across web, mobile and other digital channels to ensure continuity and consistency. This enables multi-device compatibility and white-labelling while improving usability and brand consistency across platforms
- 4. Mobile and web UX/UI design and development:** Our teams design and build responsive, high-performance interfaces for web and mobile applications. This digitally modernises legacy systems, delivering streamlined, user-friendly interfaces that boost productivity and operational efficiency
- 5. Information architecture and task flow optimisation:** To simplify complex processes, we structure information and optimise task flows to reduce cognitive load and unnecessary steps. This minimises errors and reduces manual effort for end users
- 6. Digital commerce and marketing platform integration:** Enhancing operational efficiency, we integrate UX design seamlessly with commerce systems, CMS platforms and marketing tools to enable scalable, data-driven customer engagement
- 7. Interactive dashboards and real-time reporting solutions:** Enabling quick and effective decision making, we design intuitive dashboards that surface real-time data, KPIs and insights. This ensures support is holistic and improves data and app integration

2.4.1 Key benefits include:



Faster, data-driven decision making: We provide real-time visibility through interactive dashboards and analytics, empowering stakeholders to make informed decisions quickly.



Streamlined user experiences and workflows: We simplify complex processes through intuitive, user-centred design, reducing manual effort, errors and time to task completion.



Inclusive, scalable and brand-consistent digital solutions: Ensures accessibility compliance, multi-device support and consistent branding, driving broader adoption, customer satisfaction and long-term scalability.



Improved operational efficiency and productivity: We enhance system usability and automation, enabling teams to work faster and more accurately while minimising rework and operational risk.

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

We offer 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:

- **Priority 1 (Critical):** Response within 30 minutes, resolution within 4 business hours
- **Priority 2 (High):** Response within 2 business hours, resolution within 1 business day
- **Priority 3 (Medium):** Response within 1 business day, resolution within 3 business days
- **Priority 4 (Low):** Response within 2 business days, resolution agreed with the client

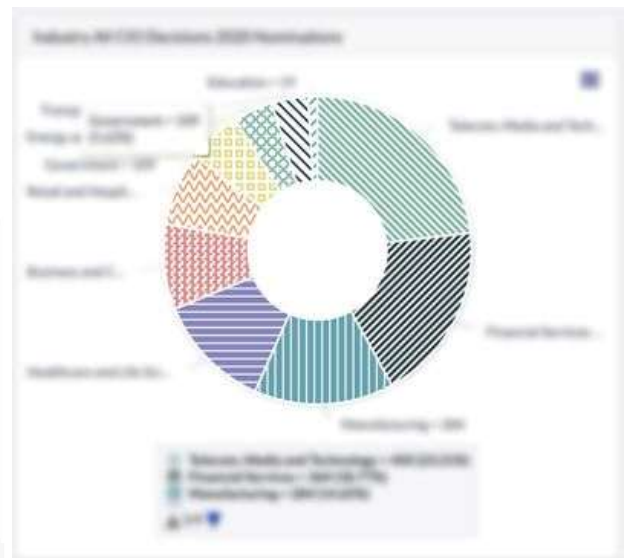
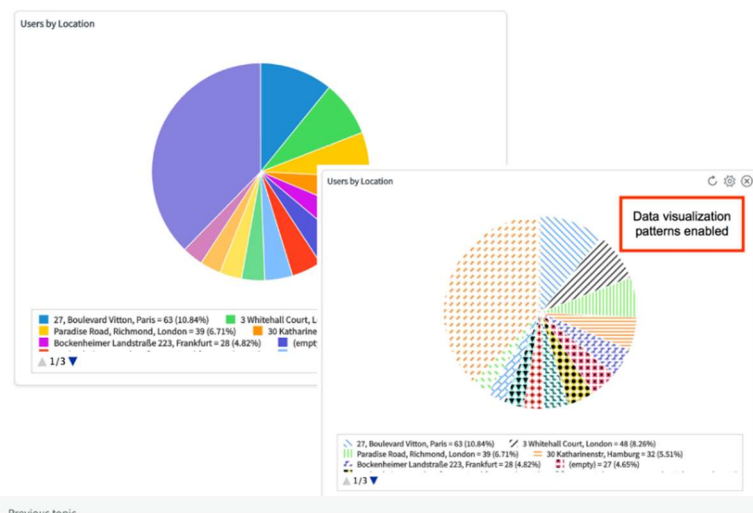
Allowing users to track ticket status, manage priority levels and upload supporting information, we document requests through our online ticketing portal, which meets WCAG 2.2 AA accessibility standards. Web chat support also meets the accessibility requirements outlined in EN 301 549. Third-party contractors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



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Number	Short description	Caller	Priority	State	Service
INC0008001	ATF:TEST2	survey user	5 - Planning	New	(empty)
INC0000039	Trouble getting to Oregon mail server	Bud Richman	5 - Planning	New	(empty)
INC0008112	Assessment : ATF Assessor	survey user	5 - Planning	New	(empty)
INC0009009	Unable to access the shared folder.	Luella Sanders	4 - Low	New	(empty)
INC0000057	Performance problems with wifi	Bertie Luby	5 - Planning	New	(empty)
INC0000059	Unable to access team file share	Rick Berzle	3 - Moderate	New	(empty)
INC0000058	Performance problems with email	Zach limbscomb	5 - Planning	New	(empty)
INC0009001	Unable to post content on a Wiki page	Luella Sanders	3 - Moderate	New	(empty)
INC0008111	ATF : Test1	System Administrator	5 - Planning	New	(empty)
INC0000046	Can't access SFA software	Bud Richman	3 - Moderate	New	(empty)
INC0010002	Request for router upgrade on KX5000	Andrew Chen	5 - Planning	New	(empty)
INC0009005	Email server is down.	Luella Sanders	1 - Critical	New	(empty)

Figure 2: Accessibility features

2.5.4 Service constraints

Minimising potential disruption, we typically schedule planned maintenance during weekends to minimise impact on business operations. We notify customers well in advance, providing clear details of the scope, timing and expected impact of the maintenance. To ensure stakeholders are fully informed and prepared, we send a heads-up email before the maintenance window, along with reminders as the date approaches. Whilst we provide flexible maintenance windows, timelines may constrain services as they limit the tools, planning and level of innovation possible.

Additionally, we require a minimum notice period of **7–8** business days for implementing changes of normal complexity. This lead time is necessary to allow for proper impact assessment, resource scheduling and dependency management across teams. This ensures sufficient time for design review, development, testing and approval activities, while also reducing the risk of delivery delays or quality issues.

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 Integrated 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 **4 weeks**. An example of our typical onboarding steps is detailed below:

Week 1	Onboarding framework and alignment: We collaborate with the client's key stakeholders to set up a digital onboarding system. This ensures early alignment on goals, expectations, requirements and governance standards.
Week 2	Orientation and cultural integration: Facilitating effective delivery from day one, consultants complete mandatory orientation sessions that cover technical expectations, professional conduct and client-specific training.
Week 3	Technology and process enablement: We train Consultants on the client's application landscape, system architecture, business processes, operating models, approval workflows and best practices. Training is delivered through a mix of induction kits, digital guides, recorded seminars and classroom sessions.
Week 3-6	Client-specific training: To ensure quality preparation during the onboarding process, we provide consultants with tailored training programs based on each consultant's role and domain. This includes targeted learning paths, certifications and customised enablement.

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. Knowledge transfer:** We deliver comprehensive documentation, including architectural diagrams and Code-to-Document outputs, to the client's internal team.
- 2. Service transition:** We ensure that all automated data pipelines and self-serve workloads are fully operational and independently manageable.
- 3. Access revocation execution:** We systematically remove our team's access to the client's data environments to ensure security.
- 4. 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

Hexaware's 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, Hexaware employs 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 Manager:** Responsible for strategy development and ensuring deliverables are met and on time
- **A Talent Assurance Manager:** Ensuring appropriate skills are applied to relevant functions

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 individualised customer-specific dashboards. These dashboards benchmark performance and identify deviation points to provide a unique service tailored to the client's data estate.

Facilitating collaboration, we offer Co-Innovation Labs and joint research projects to evaluate and build Proof of Concepts (PoC). This includes joint validation by SMEs and incentives for engineers to deliver process improvements through a collaborative Idea Portal. Additionally, we promote client engagement through a Brainbox. This is a centralised hub, allowing clients to post and validate ideas for enhancing service delivery and goal alignment.

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.

Performance dashboards

Ensuring we can effectively monitor performance, all KPIs/SLAs are tracked in our Quality Management system (QMS) Prime. This tracks features such as schedule details, test case analytics and build quality to ensure we are meeting client expectations.

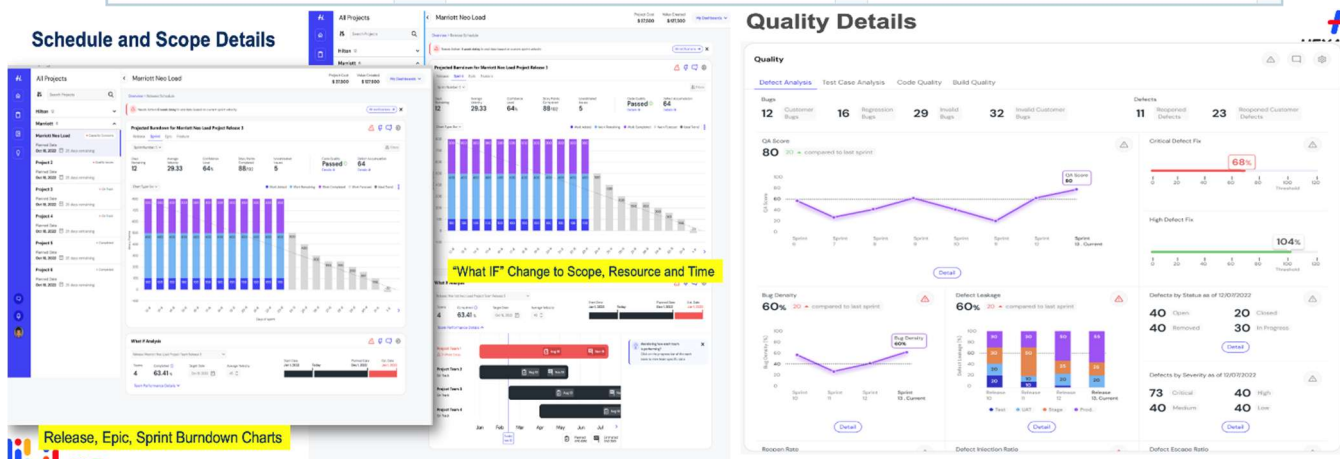
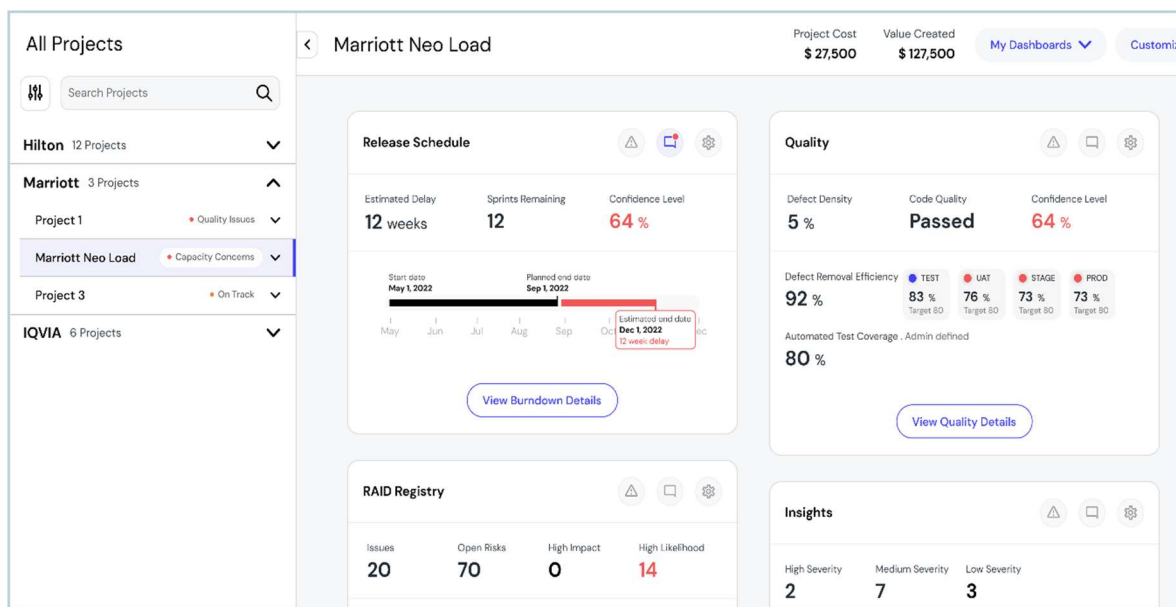


Figure 3: QMS dashboards

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 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 PII, SPI and 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

Continuity readiness is validated 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

across technical, behavioural, leadership and domain-specific areas and we support consultants in achieving industry-recognised certifications such as Certified ScrumMaster, AWS and DevOps. 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

We don't have a strict pricing structure, but instead tailor pricing to the specific needs and budgets of clients. This maximises accessibility and ensures consistent service quality for all customers without additional costs. Ensuring accurate quoting, we determine price through resources needed, skillsets, location, duration of project and any travel required, insurance and location-specific factors. 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
- **Fixed Price:** The cost and deliverables are fixed with mutually agreed milestones and acceptance criteria
- **Managed Services:** Outcome-based model used in development projects or application support, for projects managed by the vendor

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.

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 parties may terminate the contract with appropriate notice: Usually 90 days, where such Agreement or SOW is terminated for convenience, or 30 days in the event of material breach or non-payment.

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, outstanding invoices raised by Hexaware, such aggregate value of unrecovered services performed, or any third-party expenses committed by Hexaware, if any till the effective date of termination. If transition has been amortised/absorbed or licenses are used, then can give a schedule for the termination cost.

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, Maria Bellarmine Peter Raj is our **Chief Information Security Officer**. 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 to 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 shaped around 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 digital implementation 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 Service Delivery 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

We have extensive experience in delivering complex design implementation across diverse industries, ranging from healthcare, aviation, fashion, retail, financial services, professional services, airlines and health & fitness. Our track record demonstrates a proven ability to deliver high-quality, measurable outcomes across sectors, including:



Health and fitness providers

We aided them in achieving a 20% increase in member retention and 30% boost in user engagement for a global

health and fitness provider through advanced analytics and enhanced mobile experiences.

We also delivered a 40% improvement in member satisfaction ratings for a health club by integrating location-aware mobile apps with fitness band data for personalised health goal alignment.



Boston's Pizza

We improved operational efficiency and time savings for Boston Pizza's store members, streamlining daily tasks and enabling faster issue resolution with scalable, digital workflows.

We also enabled interactive KPI-based dashboards for Boston Pizza, simplifying decision-making and workflow monitoring for individual user profiles.

 JAL (Japan Airlines) and CHAMP Mobility Reduced user journey complexity and increased accessibility compliance for JAL (Japan Airlines) and CHAMP Mobility through error-preventive, seamless navigation and multi-OS support.	 Healthcare Raised app ratings from 1.5 to 4.5+ for a mobile healthcare solution by leveraging continuous app performance monitoring and automated publishing, reducing time to market significantly.	 Grant Thornton Enhanced document sharing and collaboration for Grant Thornton, providing a single access point and real-time configurable dashboards that simplified workflows and boosted user satisfaction.
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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