

HEXAWARE

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

AI Strategy

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:

2. Service description	3. Operational delivery	4. Supplier information
Provides an overview of our AI Strategy service, including the delivery framework, key features and benefits, and service scope	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

Our AI Strategy Service is a structured, business-outcome-driven engagement designed to help organisations adopt generative and agentic AI with confidence. We support clients to identify, validate and prioritise high-impact AI opportunities that are strategically aligned, technically viable and responsibly governed. Through collaborative workshops, technical assessments and early risk screening, we provide a clear and actionable roadmap from AI ideation through to enterprise-scale implementation.

Applying our Decode and Encode AI Framework, we create functional and usable AI platforms in collaboration with established and emerging partners across the AI ecosystem, including:

- Microsoft
- Nvidia
- Google
- Amazon
- OpenAI
- Databricks
- Snowflake

This is supported by our in-house library of 25+ GenAI accelerators and 3 proprietary platforms:

- **RapidX™:** A purpose-built Agentic AI platform for orchestrating autonomous agents that execute tasks, connect APIs, and enable toolchain workflows across enterprise systems
- **Amaze®:** A GenAI-powered cloud transformation suite that automates code analysis, documentation extraction, modernisation, and business rule alignment
- **Tensai®:** Hexaware's AI automation platform designed for enterprise-wide GenAI delivery, emphasising agility, assurance, efficiency, and secure knowledge management

The service is suited to public sector organisations seeking to move beyond experimentation and establish a coherent, value-led AI strategy. Supporting clients in understanding where AI can deliver measurable benefits, we integrate automations with existing workflows, data and systems. Recognising critical public sector requirements, our solutions include controls to ensure compliance, security and accountability. Hexaware's Decode & Encode AI framework underpins delivery, providing a phased, repeatable approach that adapts to organisational maturity, risk appetite and strategic priorities.

2.2 Delivery framework

Supporting clients to adopt AI with confidence, we deliver through a structured problem-solving framework, our **Decode and Encode AI Strategy**. This strategy enables us to capture details about the client's current infrastructure and operations and use it to inform our approach. Allowing us to adjust depth, pace and emphasis based on the customer's AI maturity, risk appetite and strategic priorities, this framework is flexible by design.

Our Decode and Encode AI strategy includes:

Decode:

- **Data capturing and initial assessment:** Establishing a clear understanding of organisational context, we work with senior stakeholders, service owners and technical teams to assess current capability and readiness for AI. This includes evaluating data availability and quality, existing infrastructure, security and governance controls, skills and operational constraints. Through structured workshops and targeted

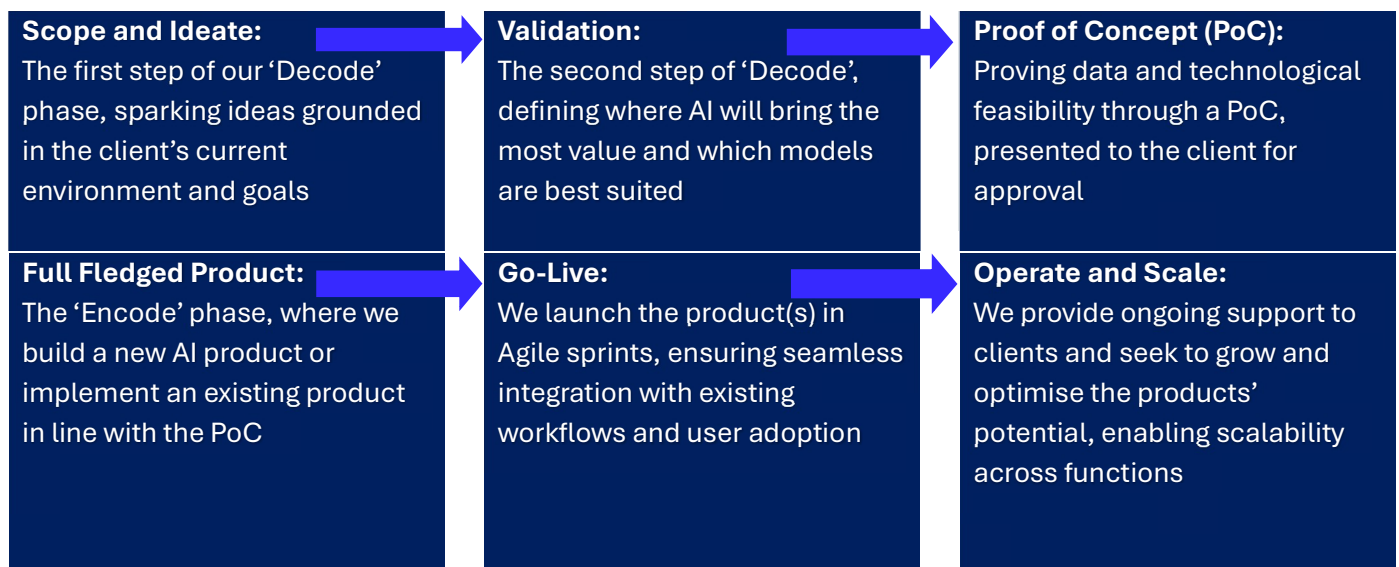
assessments, we identify risk appetite, dependencies and opportunities, ensuring AI ambition is grounded in operational reality

- **Identify and prioritise prospective solutions and use cases:** Building on the assessment, we collaboratively identify AI opportunities aligned to business objectives and service outcomes. We create tailored strategies through our “Cloud Smart, Data Driven, Experience Centric” advisory framework. Applying proportionate decision-making, we figure out where AI is appropriate, and whether intelligent automation, agentic AI, predictive AI or data science solutions are the right fit for the client’s processes

Encode:

- **Design secure and compliant foundations:** With prospective systems agreed, we design the target AI architecture, operating model and governance approach. This includes cementing platform choices, integration patterns, data flows, control points and monitoring arrangements. To support responsible, auditable adoption aligned to public sector requirements, where generative or agentic AI is used, we design explicit guardrails, verification steps, logging and human oversight points
- **Build and implement solutions:** Informed by our design, we build solutions or implement pre-built platforms from our library of 25+ GenAI accelerators, each mapped to enterprise patterns and designed for cloud-native integration. Ensuring continued alignment, we implement in Agile sprints, with solutions developed, tested and validated against agreed acceptance criteria and user testing carried out. Through these in-built checks, we confirm our solutions align with real-world processes and are suitable for live operational use

Delivering Decode and Encode steps under a structured framework, all engagements follow the below steps:



2.3 Service features

As solutions and deliverables are tailored to each client, service features can vary from engagement to engagement. However, typical features of our AI Strategy Service include:

✓ **AI strategy development and use case prioritisation**

Grounding AI adoption in real organisational value, we support clients by defining a clear AI strategy and prioritising use cases aligned to business outcomes. Through structured research and collaborative workshops, we assess challenges, constraints and opportunities, clarifying where AI can deliver measurable benefit and where it is not appropriate.

Delivering value rapidly and enabling clients to focus on a small number of high-impact opportunities, evaluated against outcomes, feasibility, data readiness and risk. Priority use cases could include:

- **Customer service automation:** Introducing chat assistants or self-service functions
- **Knowledge and document intelligence:** Implementing enterprise search, summarisation and contract/invoice processing functions
- **Operations optimisations:** Integrating AI for demand forecasting, predictive maintenance and fraud/anomaly detection

Our use case prioritisation process enables us to establish a roadmap for scaling AI capability over time.

✓ **Domain-specific AI tuning and alignment**

Ensuring AI systems reflect real operational contexts, we align solutions to existing business workflows, domains and the sector our client operates within. We improve relevance, accuracy and usability by incorporating domain knowledge and sector-specific requirements into design and configuration. The result is a solution that is meaningful to end users, fits naturally into established processes, and supports decision-making without introducing unnecessary complexity or disruption.

✓ **Custom AI co-pilots and assistants**

Improving productivity and decision support, we design and build bespoke AI co-pilots and assistants tailored to specific roles and tasks, which streamline users' day-to-day workflows. For example... building Product Description Enrichment agents for retail customers, which reduce manual effort and scale product content creation by:

- Writing product descriptions aligned to brand voice and target segments
- Producing tailored copy customised for each retailer's style and requirements
- Ensuring SEO-optimized content to boost discovery and conversion

Supporting effective adoption and safe, simple operational use, through role-aware design, we ensure that models are appropriate to user needs, permissions and responsibilities.

✓ **Agentic AI orchestration**

To support multi-agent collaboration and integration with enterprise systems, we implement agentic AI orchestration. Using structured orchestration patterns via MCP and A2A, we can coordinate AI-driven tasks across multiple systems, tools and workflows. This is supported by our RapidX™ proprietary platform, which allows organisations to automate complex processes by through autonomous agents that:

- Execute tasks
- Connect APIs
- Enable toolchain workflows across enterprise systems

✓ **Retrieval Augmented Generation (RAG) and multi-modal data engineering**

Improving the quality and reliability of AI outputs, we design and implement RAG and multi-modal data pipelines. Our service includes preparing, vectorising and contextualising structured and unstructured client data, meaning models can retrieve relevant, up-to-date information at inference time. By grounding AI responses in trusted organisational data, we reduce hallucinations and improve accuracy, with outputs that reflect the clients' current policies, systems and historic/live work.

✓ **Private and industry model selection and tuning**

Maximising accuracy and relevance, we support the selection and tuning of private and industry-specific large and small language models. In addition to from-scratch building capabilities, we leverage our curated library of 25+ GenAI accelerators, including our proprietary platforms (Tensai®, Amaze®, and RapidX). This provides access to a range of pre-built models.

We choose models based on suitability for the use case, data sensitivity, performance requirements and deployment constraints. To tailor solutions, we fine-tune models using domain data to improve precision and consistency, ensuring a solution that meets objectives while remaining cost-effective and quick to implement.

✓ **Secure, multi-cloud infrastructure provisioning**

Providing a robust foundation for AI services, we design and deploy secure, scalable cloud-native infrastructure across multi-cloud environments. This includes on platforms such as Azure, AWS and Google Cloud Platform. This ensures AI solutions can be deployed and scaled without unnecessary vendor lock-in.

Aligning architectures to compliance, data sovereignty and security requirements, including regional regulations, we embed AI-specific security and risk governance from end-to-end. For example, we identify sensitive data during the Decode phase and implement human oversight guardrails for actions involving it.

✓ **Large Language Model Operations (LLMOps) and continuous monitoring**

Maintaining performance and control post-deployment, we implement LLMOps practices. Ongoing monitoring and optimisation is included as a part of the service. The duration of this hypercare support period will be agreed with the client during kick-off and reassessed against operational needs following deployment, however, it typically spans 1-2 weeks. Supporting the reliable operation of AI systems we implement, this includes:

- Monitoring for model performance, drift, cost and output quality on an ongoing basis
- Keeping detailed records
- Alerting clients where we identify issues
- Offering 24/7 user support and incident resolution using our multi-channel service desk
- Fixing reported/discovered issues

Supporting proactive intervention and sustained service quality over time, this continuous monitoring enables early detection of degradation or unintended behaviour, which we proactively address.

✓ **Responsible AI governance and compliance**

Embedding trust and accountability, our designs and solutions are underpinned by Responsible AI Practices, aligned to fairness, transparency, explainability and sustainability principles. Adhering to Responsible AI Practices, where Generative or Agentic AI is used, we design explicit control points, with verification steps, logging and human oversight.

Governance controls are integrated into design, build and operation, rather than applied retrospectively. This ensures AI systems remain compliant with organisational policies and regulatory expectations, supporting safe adoption in sensitive or regulated environments.

✓ **End-to-end deployment and performance benchmarking**

Supporting confident go-live, we manage end-to-end deployment, testing and rollout of AI solutions. Throughout the process, we transparently report on our performance and progress. For example, performance benchmarking, validating our actions against success measures agreed during onboarding, and producing reports outlining measurable outcomes. Ensuring accountability, we also report any risks, slippage and failure to meet targets or milestones, in the unlikely event that they arise.

2.4 **Service benefits**

Key benefits of our AI Strategy service, and the AI systems we implement through it, include:

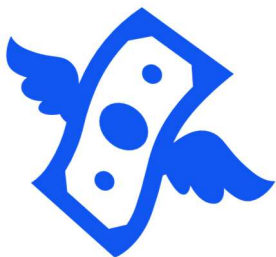
Faster realisation of AI value with reduced delivery risk



Rather than pursuing broad, unfocused AI initiatives, we help clients concentrate on a small number of high-impact use cases that are both technically viable and operationally achievable. Our structured ideation, validation and proof-of-concept phases mean ideas are tested early, reducing the risk of wasted investment or stalled programmes. This phased approach enables fast results and creates a clear pathway to scale. Similarly, our pre-built automations.

Lower costs and quicker implementation with GenAI Library

Our delivery is augmented with an accelerator ecosystem of 25+ pre-built assets from our Generative AI library. Our pre-developed platforms include:



- **RapidX™**: A purpose-built Agentic AI platform for orchestrating autonomous agents that execute tasks, connect APIs and enable toolchain workflows across enterprise systems
- **Amaze®**: A GenAI-powered cloud transformation suite that automates code analysis, documentation extraction, modernisation and business rule alignment
- **Tensai®**: Hexaware's AI automation platform designed for enterprise-wide GenAI delivery, emphasising agility, assurance, efficiency and secure knowledge management

This shortens time-to-value, reduces costs for clients and reduces implementation effort, enabling success across clients and across departments without rebuilding from scratch.

Improved efficiency in document-heavy and knowledge-led processes



We use pre-built products, such as Amaze®, and create custom-built platforms that automate repetitive manual tasks, such as code analysis, documentation extraction and business rule alignment. By removing this burden, we enable teams to redirect effort to higher impact tasks that require human input, such as analysis, decision making and service improvement, enhancing overall productivity.

Scalable foundations for enterprise-wide AI maturity



By focusing on reusable architectures, shared data services and repeatable delivery patterns, our Services enable early AI initiatives to become building blocks rather than one-off pilots. This enables client teams within organisations to extend AI safely across additional teams, functions and services without starting from scratch each time.

Greater transparency and accountability in AI-assisted decisions



Enhancing trust and oversight, our products provide traceable, explainable AI outputs, critical in regulated, public-sector environments. Responses are always grounded in trusted data. Instead of relying solely on a model's internal knowledge, our solutions ground responses in real-time, enterprise-approved data pulled from secure vector databases. This ensures outputs are factually tied to the customer's own documents, policies, or knowledge bases.

For robust governance, we design AI systems with explicit controls, human oversight and auditability built in. Building in guardrails, we clearly define what can be automated and what must remain a human decision, retaining accountability for final decisions

Additionally, as part of our Foundational AI pillar, we embed observability, audit trails, and responsible AI controls. Every AI-generated response can be traced back to its source, allowing teams to validate accuracy and intervene when confidence is low.

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

While we do not offer 24/7 support or incident management with defined SLAs for our AI Strategy service, we can commit to responding to customer queries received via webchat or email within one working day. This level of support will ensure timely communication during the solution design and implementation phases.

Third-party contractors authorised by the buyer can access support channels upon request. For strategic engagements, a dedicated Technical Account Manager is available to support onboarding, change requests and service performance.

2.5.3 Accessibility and usability

- **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

2.5.4 Service constraints

Our AI Strategy service relies on client collaboration and access to information, including existing systems, workflows, IT architecture and current AI solutions. Constraints may arise if clients are unable or unwilling to share this information or cannot dedicate sufficient time and resources to collaborative elements, such as workshops, assessments and reviews. Additionally, as data sharing must comply with GDPR and other applicable data protection requirements, this may influence the scope and pace of delivery.

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:

1. **Scope agreement:** Meeting with key representatives, we establish the Scope of Works (SoW). We seek to understand their pain points, mission, current operating model, constraints and risk appetite. Based on this, we confirm a set of opportunities, deliverables and client objectives to inform our Delivery Plan
2. **Stakeholder alignment and digital setup:** We ensure early alignment and clarity on expectations by establishing a digital onboarding system with the customer's key stakeholders. Integrating our activities with client priorities and ways of working, we collaborate with representatives to confirm role requirements, engagement expectations, and delivery context.
3. **Role definition:** Our resource allocation process ensures the right skills and experience are mobilised by gathering detailed role requirements and evaluating internal standby candidates. We conduct initial profile screening to confirm suitability for the project before commencement.
4. **Access provision:** The client provides access and appropriate permissions for environments, as well as information on existing systems, enterprise IT architecture, current AI maturity level, solutions used and an overview of core platforms, current workflows, processes and documentation
5. **Delivery planning:** We agree on timelines and establish key milestones and review points in line with the agreed delivery lifecycle.

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. **Contract end/notice:** The client provides at least 30 days' notice for offloading resources, or the contract ends naturally
2. **Ramp-down planning:** We create a detailed ramp-down plan complete with timescales

3. **Knowledge transfer:** We begin our structured handover processes, where team members brief client teams on key aspects of the solution and how to operate it
4. **Documentation:** Ensuring all processes, methodologies, and project insights are documented and available to the client, we provide architecture diagrams, infrastructure-as-code, AI-specific artefacts and training materials, if relevant
5. **Account closure:** We revoke access to your systems, removing our accounts' permissions and returning stored data in line with our ISO 27001 framework

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 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

Aligning with our clients' ways of working, existing systems and objectives, we provide a tailored, user-centric service. Allowing us to adjust based on project requirements, our Decode and Encode Framework is flexible by design.

During onboarding and early Decode stages, we host co-creation workshops with business, IT, and compliance stakeholders to define use cases and success criteria. Collaborating closely with client representatives, end-users and technical stakeholders, we seek to understand their:

- Pain points
- Objectives
- Current operating models
- Risk appetite
- Constraints (e.g. budget, technical literacy)

Based on these elements, we co-create an AI strategy that meets their needs and present it for client approval before commencing development.

User-centric design and feedback loops are a central aspect of delivery. We map end-to-end user journeys to identify pain points that can be solved by AI solutions. Adding value, as part of our AI build and deployment, we adopt Reinforcement Learning from Human Feedback (RLHF). This enables AI systems to learn optimal actions based on human-provided feedback

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. Our approach includes:

- **Performance alignment and reviews:** We ensure and measure adherence to SLAs through a structured and transparent performance framework designed to monitor, report, and continuously improve service delivery. At the outset of the engagement, we collaborate with the customer to define critical SLAs and KPIs, aligning them with business objectives and operational requirements. These SLAs are baselined during the transition phase and recalibrated post-stabilisation to reflect real-world conditions and ensure alignment with evolving business needs
- **Measuring compliance using performance dashboards:** 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
- **Governance mechanisms:** 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
- **Continuous improvement:** We actively address areas for improvement, leveraging performance metrics to identify gaps and implement corrective measures during engagements and across engagements. Initiatives such as automation, productivity enhancements, and value additions are implemented in collaboration with the customer to proactively address performance gaps.

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



Figure 1: The Tensai Insights 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 and do not keep or backup customer data.

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 Plans (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 (ISP) 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

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 support
- **Digital onboarding:** Supported by structured knowledge-management systems, we deliver role-based skills development through our Knowledge Academy, HexaVarsity, and SONIC platforms.
- **Self-service reporting training:** Teaching clients, technical teams and end users troubleshooting methods and reporting procedures, including how to access our support teams

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
- **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, Head of Information Security Governance, Maria Bellarmine Peter Raj is our Chief 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 Center 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 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. Caliber 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 centers in Bhopal and Dehradun, India.
2024:	Acquired Softcrylic, a premier data consulting firm, to enhance data and analytics capabilities. Expanded operations with new delivery centers 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 have a global network of 3600+ GenAI experts, coupled with extensive domain expertise and 95%+ workforce upskilled on emerging AI tech. We also have 19,000+ GenAI-trained professionals, with whom we can embed AI expertise into engineering, cloud, data, and automation services at scale.

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: Enterprise IT

We delivered our AI Strategy service for a global health IT and clinical research leader with revenues exceeding \$10 billion, supporting 35,000+ employees across a complex enterprise IT landscape of 20+ applications.

Challenge

Rapid business growth and rising cost pressures drove a sharp increase in IT support demand, lengthy development cycles, and resource-intensive manual testing. The client needed to scale Enterprise IT efficiently while maintaining quality, compliance, and productivity across regions. At the same time, they faced common GenAI adoption challenges, including data privacy, model reliability, and the effort required to scale AI across multiple business units.

Our solution

We partnered with the client to embed Generative AI into Enterprise IT using our Decode AI / Encode AI framework and Tensai® platform.

We rapidly assessed the IT ecosystem, validated feasibility, and built a pipeline of 12 GenAI use cases in six weeks. Key solutions included:

- A GenAI-powered self-service IT support solution leveraging the client's existing knowledge base
- A GenAI-driven QA assistant to automate testing, synthetic data generation, and user story creation

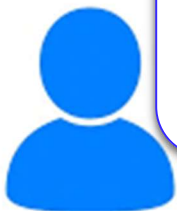
These solutions integrated seamlessly with the client's existing enterprise architecture while addressing data privacy and governance requirements.

Outcomes

Our solution delivered measurable results, including:

- A 15% reduction in IT support ticket volume
- 60% faster launch of new enterprise application features
- ~90% reduction in manual testing effort
- Up to 100% test scenario coverage for selected applications

This structured, top-down approach enabled rapid GenAI adoption, reduced operational bottlenecks, and improved productivity across Enterprise IT. We helped the client realise measurable value quickly while establishing a scalable foundation for future AI-led transformation.



"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**

"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**



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