

A close-up, high-contrast photograph of a human eye. The eye is looking directly at the viewer. The iris is a mix of blue and purple, with a digital, pixelated texture. The pupil is dark and reflective. The surrounding skin and eyelashes are in deep shadow, emphasizing the eye itself.

HEXAWARE

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

Consultancy

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 consultancy services, highlighting key features such as specialised industry expertise, tailored solutions and user-centric design.	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

Informed by specialist expertise and practical industry experience, at Hexaware, we employ a highly collaborative consultancy approach that focuses on exceeding clients' expectations. Providing comprehensive advice and tailored solutions, we deliver specialised digital transformation and product services using user-centric design, Agile methodologies and modern enterprise architecture. This aligns technology with business goals, driving innovation, efficiency and sustainable growth.

Maximising user satisfaction, we embed Design Thinking principles and comprehensive research into our approach to foster user-centric innovation and collaboration. This includes clearly defining business challenges/opportunities, detailed journey mapping and active stakeholder engagement to ensure solutions are aligned with both business goals and customer needs. To facilitate rapid delivery, alignment and ongoing innovation, our methodology integrates:

- Agile transformation practices
- Design thinking
- Enterprise architecture framework
- Proprietary digital tools, such as the Digital Traction Methodology and Innovation Playbook

Through this approach, we deliver comprehensive and actionable deliverables, including:

- Detailed product roadmaps
- Digital transformation and technology strategies
- Customer experience blueprints
- Architecture and migration plans
- Validated prototypes
- Business case models
- Program governance structures

This process enables organisations to improve their sustainable growth, enhance operational efficiency and maximise customer engagement. Delivered by a team of industry experts, our process integrates multidisciplinary expertise, including product consulting, digital transformation, enterprise architecture and experience design.

To drive innovation and quality, we leverage proven proprietary methodologies alongside industry best practices like Agile and design thinking to cultivate creative strategy and unique solutions. Additionally, we focus on aligning technology with business strategy, offering clear, practical roadmaps and governance guidance to support long-term growth and improve day-to-day operations.

2.1.1 Contract examples

Evidencing our successful impact on measurable outcomes, we have seen a **43%** improvement in productivity through our Agile transformation and technology modernisation. This is demonstrated in our internal delivery of projects for clients such as **leading healthcare providers**. We increased customer engagement and satisfaction, driving growth in customer base and market share.

Maximising cost savings, our operational efficiency solutions lead to a reduced technical debt and streamlined processes, which contribute to faster time-to-market and enhanced innovation velocity. This enhanced overall business agility and competitiveness in their markets.

2.2 Delivery framework

Supporting clients through their modernisation journey, we deliver end-to-end cloud consultation and advice. To ensure a consistent, structured and repeatable approach, we deliver all services using the CANDID methodology (Capture, Assess, Navigate, Deliver, Improve and Demonstrate). We train all consultants in this methodology, which provides a common framework for managing change, risk and adoption across complex healthcare programmes. This journey includes:



2.3 Service Overview

Informed by **15 years'** experience and proven deployment across global industries, we specialise in supporting public sector organisations through our consulting 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 a blend of industry-standard and proprietary methodologies to support digital transformation, system modernisation and drive successful outcomes. Supporting effective decision making,

Our consulting services leverage a blend of industry-standard and proprietary methodologies to drive successful outcomes. To deliver quality services, our key methodologies include Agile delivery for iterative development and faster time-to-market, design thinking and lean UX for user-centred product creation and enterprise architecture frameworks to align technology with business strategy. Additionally, we provide proprietary frameworks, including s the

- Digital Traction Methodology
- Digital and AI Transformation Framework
- Value Assurance Framework
- Innovation Playbook

Digital Traction Methodology (DTM)

Supporting effective consultation is our proprietary delivery framework, DTM. This framework underpins our approach to driving successful digital transformation and product innovation by maintaining a user-centred, iterative process. To ensure high-quality execution, our DTM focuses on continuously validating value propositions, customer experiences and product features through ongoing research, prototyping and testing. This ensures that our solution is closely aligned with clients' goals and end-user needs.

To deliver effective consultation, we employ Agile principles within the DTM framework. This allows us to provide solutions in fast, flexible cycles that can quickly adapt to feedback and changing market needs. Maximising engagement, it also allows better collaboration between business teams, product owners, designers and technologists, bringing solutions to market faster and ensuring client satisfaction.

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:

✓ User-centred product design and prototyping

To enhance client and end-user engagement, we ensure every digital product is designed around real user needs. Through research, prototyping and iterative validation, our teams create intuitive, inclusive and accessible experiences aligned with client needs. By involving users early and testing often, the final solution becomes more effective and easier for end-users to engage with.

✓ Digital transformation strategy and road mapping

Our structured digital transformation strategy accelerates service delivery by defining a clear vision, prioritising initiatives and mapping out the steps needed to modernise processes and technology. With well-designed roadmaps, organisations can move rapidly through iterative development cycles and deliver improved digital services to end-users quickly.

✓ **Agile adoption and team coaching:**

Improving the speed and quality of delivery, we focus on training staff to embrace iterative ways of working. Our coaching method ensures that clients and delivery teams understand Agile principles and apply them effectively to accelerate development and respond to change quickly.

✓ **Enterprise architecture and platform modernisation:**

Ensuring systems are scalable, secure and built for future growth, we provide modernising platforms and aligning enterprise architecture that focuses on reducing technical debt and minimising the risks associated with ageing legacy systems. This streamlines operations and supports long-term digital transformation without disruptions.

✓ **Customer journey mapping and experience design:**

Facilitating effective goal alignment, our customer journey mapping enables a deeper understanding of how users interact with services across touchpoints. By identifying friction points and opportunities, we can provide redesign solutions with smoother, more impactful end-user experiences, which increases satisfaction and engagement.

✓ **Business case development and value assurance:**

By developing robust business cases, organisations can allocate resources more effectively and make informed investment decisions. Maximising the value of our services, we provide clear cost-benefit analysis, risk assessments and measurable value indicators. We also ensure initiatives remain aligned with strategic goals and continue delivering benefits throughout their lifecycle.

✓ **Technology due diligence and IT cost optimisation**

We improve operational efficiency by ensuring that the technology landscape is cost-effective, secure and aligned with business objectives. Supporting assessments, benchmarking and optimisation strategies, we help organisations reduce unnecessary spend, retire redundant systems and increase the value of their technology investments.

✓ **Product growth strategy and market segmentation**

To reduce disruption and improve client engagement, we use collaborative workshops to provide a structured approach to support change management. This increases transparency and ensures progress keeps moving forward, resulting in smoother delivery, fewer delays and stronger ownership across teams.

✓ **Collaborative workshops and stakeholder alignment**

Supporting well-defined growth strategies, our solutions assist clients in reaching their target audiences through specific, tailored solutions. Using market segmentation and data analysis, we identify opportunities and guide product evolution. This results in improved customer engagement, stronger market presence and sustainable, measurable growth.

✓ Innovation Playbook and Continuous Improvement Frameworks

Fostering a culture of learning, our innovation and continuous improvement frameworks support team experimentation and innovation to refine solutions. These playbooks provide structure without limiting creativity, maintaining long-term digital momentum and ensuring our services keep evolving to meet changing user expectations and market demands.

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

2.5.4 Service constraints

Our Consultancy Strategy services rely on client collaboration and access to information, including system details and client expectations. Engagements are governed by a KPI-led contract model, ensuring delivery against agreed service levels, timelines and constraints. As our approach is highly collaborative, constraints arise if client expectations don't match their budget or time restrictions.

Mitigating potential constraints arising, we complete thorough research into our clients during the onboarding phase, employing a rigid process for data access and information recovery. We also maintain offices across multiple cities and a comprehensive portfolio of security certifications. We are well equipped to align with diverse client requirements and remain committed to working flexibly and transparently to achieve shared objectives.

3 G-Cloud alignment information

3.1 Section introduction

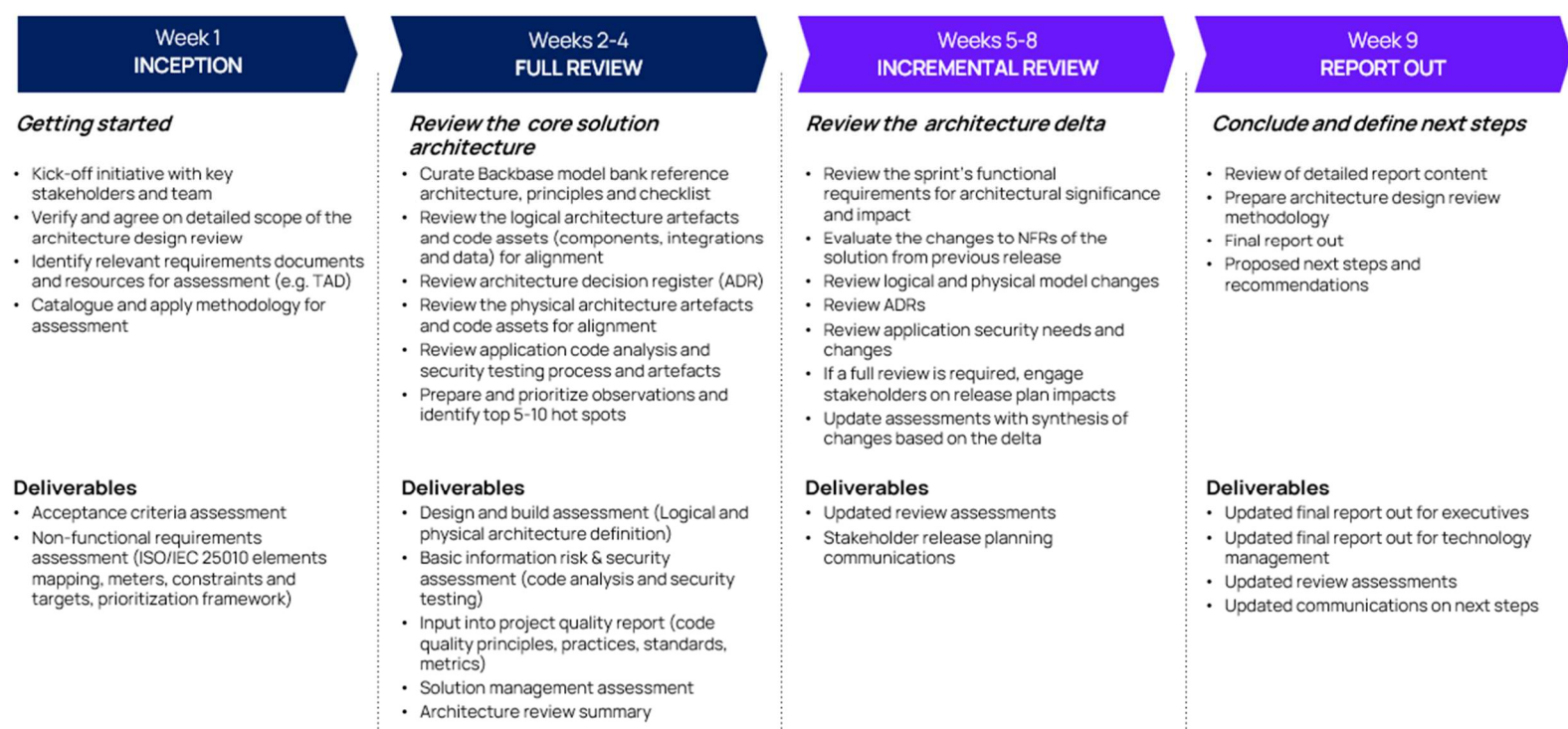
Ensuring quality and compliance, each phase of our onboarding/offboarding process is underpinned by our **ISO 9001 and 27001 accredited integrated management system** and supported by defined roles, responsibilities and service levels that align with G-Cloud 15 framework requirements. Our approach combines 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 **9 weeks**. An example of our typical onboarding steps is detailed below:



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

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 Account Management

Maintaining proactive engagement and strong oversight, we assign a Dedicated Account Manager to each project. Maximising alignment, Account Managers are incentivised based on client satisfaction (CSAT) and peer references, rather than revenue generation, ensuring a customer-first approach. This ensures that meeting client targets is at the core of our services. To ensure quality management, our approach includes:

1. **Tailored solutions and industry expertise:** Enhancing customer onboarding and engagement, our account management approach is tailored to the unique needs of each client, supported by deep industry expertise across sectors.
2. **Outcome-based service delivery:** Through outcome-based engagements, we are committed to delivering value above and beyond expectations. This includes measurable improvements in operational efficiency, cost savings and customer satisfaction
3. **Proactive engagement and co-innovation:** Providing industry expertise, we deploy highly specialised consultants who stay with the same account for extended periods (a minimum of 4 years). Additionally, through our **Brainbox Programme**, we encourage employees to propose innovative solutions. To date, 5,181 ideas have been implemented, resulting in **£122 million in savings** for customers.

4. **Customer feedback and continuous improvement:** Ensuring services meet clients' needs, we conduct **annual Customer Delight Surveys** at multiple management levels to gather insights into satisfaction and business value. To identify improvement opportunities and develop action plans,
5. Account Service Delivery Managers and Account Managers analyse feedback

3.3.2 Customer alignment

Offering flexible support models designed to fit clients' individual needs, we tailor our services by assessing each client's unique business challenges, digital maturity and strategic goals to deliver customised solutions that fit their specific context and priorities. Facilitating successful engagement, our collaborative approach includes:

- Workshops
- Stakeholder interviews
- Joint prototyping sessions
- Regular co-creation meetings

This process helps align expectations and foster shared ownership throughout the engagement.

To ensure user-centred design, we also integrate continuous user research, journey mapping and iterative prototyping with frequent user validation and feedback loops. This enables solutions to evolve based on real user needs and business value.

3.3.3 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

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

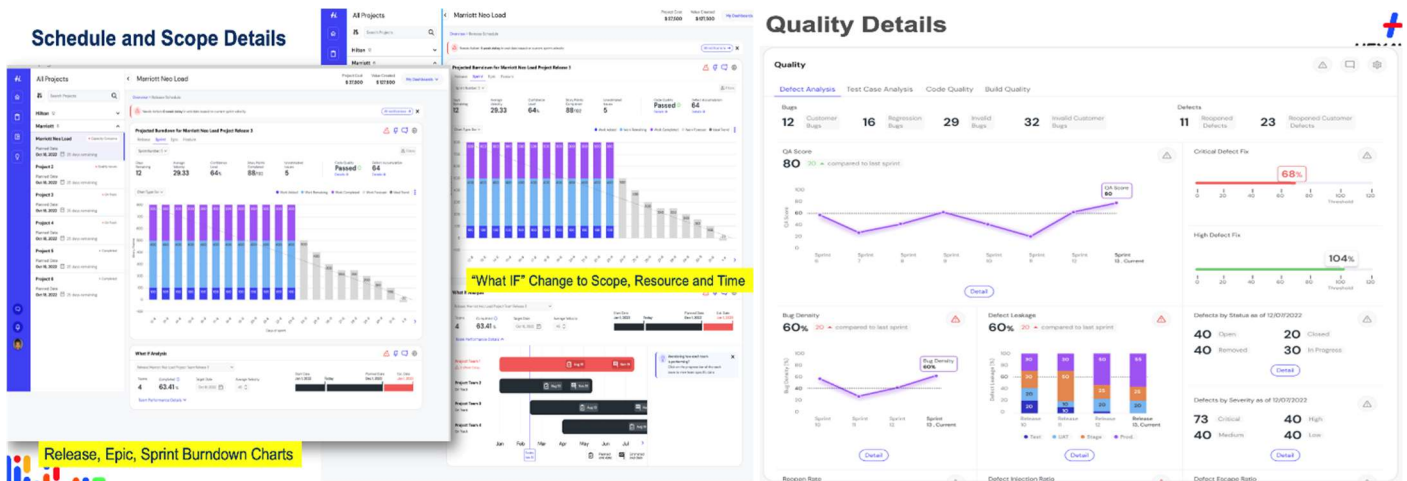
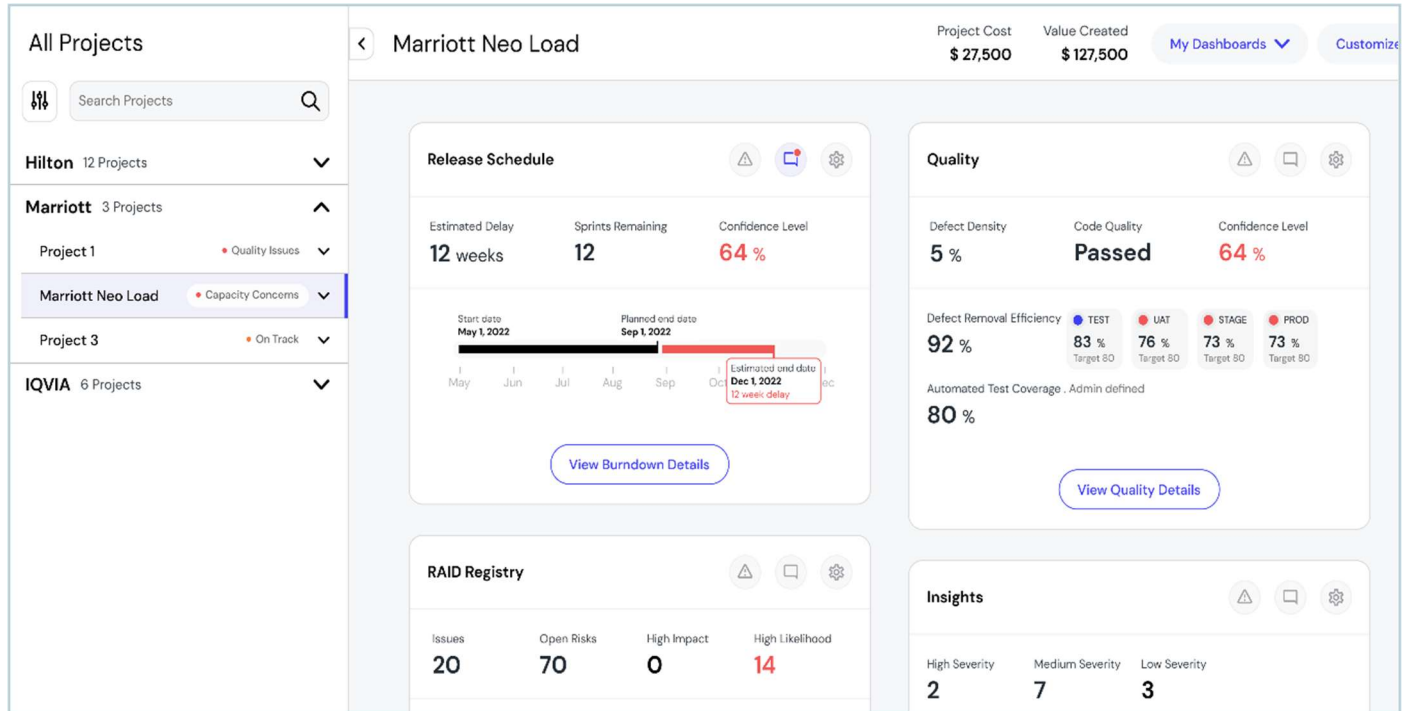


Figure 2: Example KPI dashboards from previous transformation projects

3.4 Backup, restore and disaster recovery

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

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

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

Hexaware delivers comprehensive training using a multi-platform, multi-modal framework. We provide 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

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 and itemised to reflect agreed milestones, deliverables or time-based services.

Each invoice includes:

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

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

3.8 Termination terms

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

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

4 Security and data governance

4.1 Data protection and encryption

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

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

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

4.2 Compliance

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

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

Compliance with UK/EU data regulations

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

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

4.3 Information security management and certifications

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

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

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

4.4 Identity and access management

Security access is governed through a comprehensive set of policies and controls aligned with our **ISO 27001** accreditation and the UK government's cloud security principles. Supporting compliance management, our Project Manager will oversee access and monitor adherence to our security policies.

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

5 Supplier information

5.1 About us

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

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

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

5.1.1 Core Values

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

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

5.1.2 Our history

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

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

5.1.3 Hexaware in 2026

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

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

Revenue and Growth

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



5.2 Why choose us

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

- 1. Comprehensive delivery service across key areas:** Ensuring a seamless experience for clients, we offer integrated service delivery across all key areas, including:
 - **Cloud Services:** Strategy, migration, modernization, and managed cloud operations to deliver scalable, secure, and resilient cloud foundations.
 - **Data & Analytics:** Data modernization, analytics, and AI-driven insight frameworks to unlock value and accelerate decision-making.
 - **Digital & Software Solutions:** Product engineering, experience design, and digital solutions that create differentiated customer and employee experiences.
 - **Digital IT Operations:** Integrated infrastructure and digital workplace services, application management, testing/quality engineering, cybersecurity, and intelligent automation.
 - **Enterprise Platforms:** Advisory, implementation, and managed services to maximize ROI on platforms such as Oracle, SAP, Salesforce, Workday, ServiceNow, Adobe, and Snowflake.

- **Global Capability Centers (GCC):** Build and scale future-ready, AI-enabled capability centers to improve speed, quality, and cost efficiency across enterprise functions.
 - **Generative AI:** End-to-end GenAI strategy, use-case acceleration, and responsible AI enablement to enhance productivity and innovation.
 - **Business Process Services (BPS):** 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

Showcasing our ability to deliver high-value outcomes across diverse industries, including banking, logistics and financial services, are the following examples:

- **Banking and finance:** We designed a mobile-only banking experience for a banking entity in the Middle East, Targeted at the youth segment. This enhanced customer onboarding and engagement through features like biometric login, multi-currency accounts and virtual cards
- **Oil industry:** Improving operational efficiency and transparency, we developed a digital application for a global Oil and Shipping company to provide real-time data flow from their global tanker fleet directly to customers
- **Payment solutions industry:** Improving system efficiency for a Dutch-based Payment solutions company, we built a robust SaaS solution hosted on a multi-regional AWS cloud platform, including a high-performing algorithm ensuring data accuracy and consistency. These engagements have led to measurable impacts, including:
 - A **43%** productivity improvement through agile transformation and
 - Successful scaling of products that increased customer base and market success,

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