

A close-up, artistic photograph of a human eye. The iris is a vibrant blue, and the pupil is dark. A reflection of a hexagon is visible in the pupil. The eye is surrounded by dark, textured skin and eyelashes. The overall lighting is dramatic, with a mix of blue and warm tones.

HEXAWARE

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

Digital Transformation Services

January 2026

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1 Introduction

1.1 Document structure

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

The document is divided into three core sections:

Service description	Operational delivery	Supplier information
Provides an overview of our transformation services, highlighting key features, including cloud-native and low-code/AI-first Microsoft platforms, which automate processes, improve decision-making and deliver scalable, secure and measurable business outcomes.	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 comprehensive digital transformation service designs, builds, configures and supports cloud-based business applications using Microsoft Dynamics 365, Power Platform and Azure. Streamlining critical processes, including sales, contract management, program management, requisition and billing, we combine:

- Low-code/no-code development
- GenAI-augmented capabilities
- Seamless integration with Microsoft Teams, Outlook and broader Microsoft 365 services

Delivering comprehensive services, we create unified, intuitive interfaces that support customer onboarding, subscription-based access, workflow automation, document sharing and dynamic reporting dashboards. This enables organisations to scale quickly and rapidly respond to evolving business needs.

Supporting effective service delivery, we use Agile methodologies and tools such as Microsoft Project Service to plan, schedule and manage resources with precision. This ensures efficient delivery and structured governance across the lifecycle transformation. Maintaining quality and compliance, we also apply industry-recognised frameworks such as ITIL and PRINCE2, while our Hypercare model ensures stable adoption and continued optimisation after deployment.

Providing cost-effective, flexible enterprise solutions, we use low-code platforms enhanced with AI and GenAI to reduce development time and manual coding. Supporting public sector developers, we generate secure, compliant application code backed by automated governance, intuitive drag-and-drop tools and prebuilt templates. This unified self-service experience improves adoption, increases operational efficiency and accelerates solution rollout across business units.

Demonstrating our successful delivery, we delivered a fully modernised, end-to-end digital transformation that strengthened operational efficiency and enhanced customer experience for a leading provider of environmental services. This included:

- Lead-to-cash process transformation
- Digital quote and order management
- Streamlined customer onboarding
- Pricing engine
- Straight through processing
- Digital documents and signing
- Mobile app

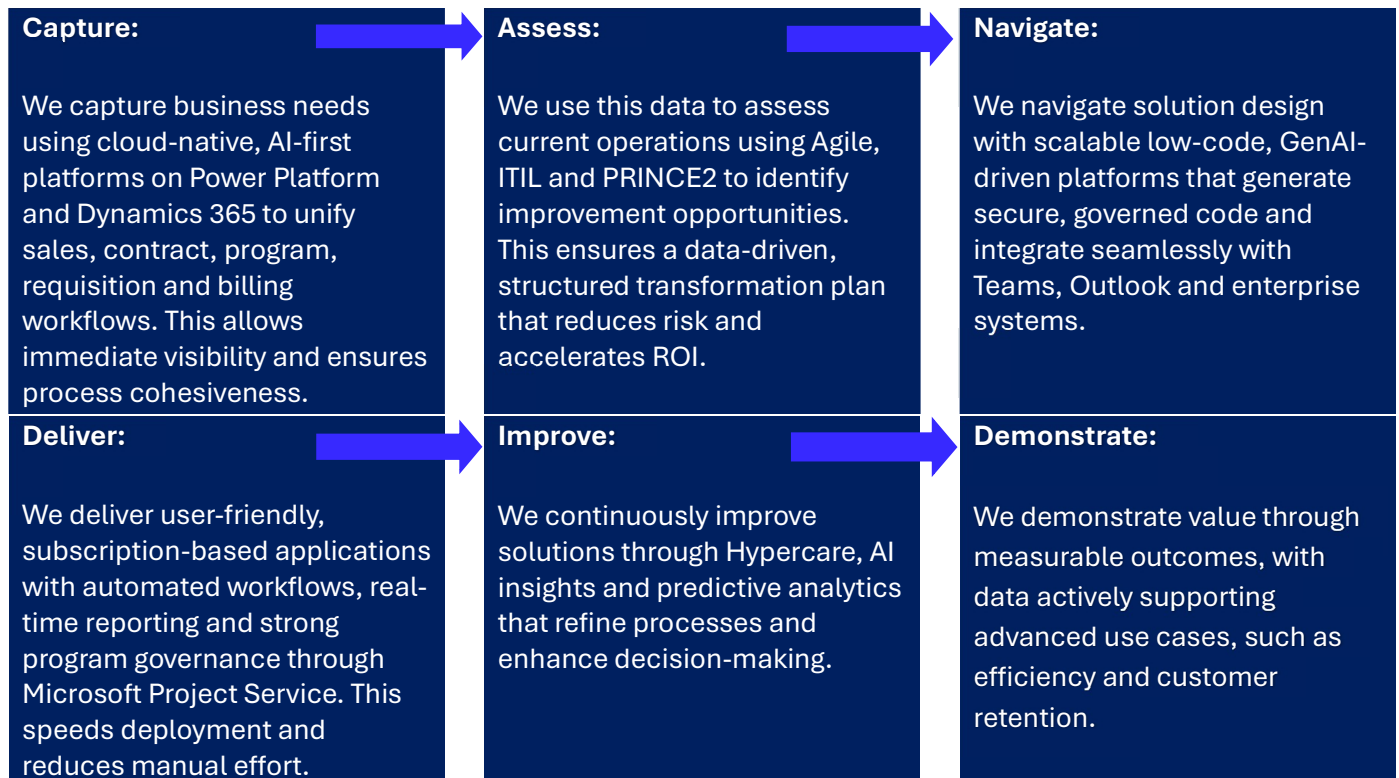
Accelerating revenue generation, our lead-to-cash transformation initiatives have delivered:

- A **40%** increase in service efficiency
- A **20%** increase in renewal rates
- A **1.5×** improvement in customer retention

Providing end-to-end support, our digital transformation services streamline onboarding, automate pricing/contract processes and provide real-time reporting for thousands of users across multi-unit organisations with revenues in the hundreds of millions.

2.2 Delivery framework

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



2.3 Service Overview

At Hexaware, we employ Agile delivery methodologies to ensure iterative, flexible and customer-centric project execution. Maintaining quality execution, our service also integrates ITIL v4 principles for effective management and efficiency.

Our approach to digital transformation focuses on a structured, platform-centric methodology that integrates digital strategy, product engineering and modern composable architecture principles. This includes:

- A comprehensive solution design aligned to client-specific business processes and goals
- Cloud-native, AI-augmented low-code/no-code platforms
- Our Agile delivery framework, which enables iterative development with continuous feedback loops
- Program and project management, through Microsoft Project Service for detailed end-to-end progress monitoring

To provide scalable, secure solutions, we embed automation, integration and governance throughout our service delivery to ensure smooth transitions and drive digital maturity.

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:

✓ **Cloud-native, scalable low-code/no-code platform development**

We accelerate deployment timelines by rapidly configuring and launching solutions on a cloud-native low-code/no-code foundation. Providing seamless scalability, we adapt quickly to evolving policies and regulations through modular, configurable components.

✓ **AI-augmented application development with GenAI support**

Reducing operational costs, we automate manual tasks and streamline processes using GenAI. We also enhance productivity by generating content, insights and recommendations directly within workflows.

✓ **Seamless integration with Microsoft 365, Teams, Power Platform and Azure services**

We enhance collaboration through unified, intuitive interfaces that bring work, communication and data together. This reduces administrative effort by automating approvals, synchronising data and connecting processes across Microsoft ecosystems.

✓ **Digital journey orchestration, including customer onboarding and engagement**

Improving customer engagement, we deliver self-service onboarding and guided digital journeys, streamlined operations by automating multi-step interactions, notifications and approvals. We also increase visibility by tracking progress and performance at each stage in real time.

✓ **Automated contract and quote management with e-signature integration**

We automate manual workflows to reduce errors and administrative burdens throughout the quote-to-sign process. This accelerates execution by enabling electronic signatures and automated routing. Maintaining ongoing compliance, we employ standardised templates, audit trails and controlled access to sensitive documents.

✓ **End-to-end program and project management using Microsoft Project Service**

To enable effective oversight, we increase transparency with real-time reporting, schedule visibility and performance dashboards. This accelerates service delivery as we employ standardised project governance and resource management processes. We also enhance collaboration by centralising tasks, updates and communication across teams.

✓ **Real-time dashboards and advanced reporting with Power BI**

Enabling transparent delivery, we use real-time dashboards that highlight performance, risks and trends. This accelerates decision-making with timely, accurate and actionable analytics, ensuring we meet client expectations. Fostering a culture of accountability, we use surfacing KPIs and metrics that guide continuous improvement.

✓ Customisable business process automation and workflow management

Streamlining workflow, we automate manual processes to reduce errors, accelerate throughput and eliminate rework. This helps optimise operations by configuring workflows that adapt to changing requirements to support scalable, long-term efficiency with flexible, rules-driven process automation.

✓ Support for hybrid cloud deployments and migration services

Facilitating adaptable delivery, we support hybrid cloud architectures to provide clients with flexible and resilient infrastructure options. This improves reliability and scalability by optimising workloads across on-premises and cloud environments and reduces risk by enabling phased migration approaches that preserve operational continuity.

✓ Industry-specific solutions with customer 360-degree views and predictive analytics

Supporting client needs and goal alignment, we provide data-driven solutions through integrating predictive analytics into an end-to-end customer 360° view. This improves customer engagement by personalising interactions and providing proactive service recommendations. We also optimise operations by forecasting demand, identifying risk and automating next-best actions.

2.4.1 Key benefits



Accelerated time to market: We use cloud-native, low-code and AI-first Microsoft platforms to rapidly design, build and deploy solutions. This enables organisations to launch products and capabilities faster and more effectively.



Increased operational efficiency: We automate manual processes, streamline workflow and integrate systems end-to-end, reducing effort, errors and administrative burden across business functions.



Enhanced decision-making through Data and AI: Empowering decision making, we deliver real-time dashboards, predictive analytics and AI-driven insights that empower teams to optimise performance.



Improved customer experience and engagement: Promoting adoption and engagement, we provide intuitive, unified interfaces for onboarding, self-service, contract management and communication.

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 Transformation 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

Successful delivery requires active and consistent customer engagement at the strategic, tactical and operational levels. To effectively support our assessment of the current landscape and development of an improved environment, we require clients to provide timely approvals, appropriate access to systems and stakeholders and complete, accurate information relevant to the scope of work.

This collaboration includes participation in workshops and interviews, validation of requirements, alignment on priorities and responsiveness to questions or clarifications that arise throughout the project lifecycle. Delays in fulfilling these responsibilities, such as postponed decision-making, restricted access to key personnel or systems, or incomplete data, may impact the project timeline or reduce efficiency. Ensuring prompt engagement and clear communication helps maintain momentum and supports a smooth and successful delivery outcome.

3 G-Cloud alignment information

3.1 Section introduction

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

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

3.2 Onboarding and offboarding processes

3.2.1 Onboarding

Ensuring all parties are aligned before delivery, our onboarding process is a structured engagement designed to align technical capabilities with business goals. Our typical onboarding timeline for standard engagements is **4 weeks**. An example of our typical onboarding steps is detailed below:

Week 1	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.
Week 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.
Week 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.
Week 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
Week 4	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. 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 Customer alignment

Offering flexible support models designed to fit clients' individual needs, we tailor our services through individualised customer-specific dashboards. These dashboards benchmark performance and identify deviation points to provide a unique service tailored to the client's data estate.

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

3.3.2 Performance monitoring

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

- **Performance alignment and reviews:** We measure adherence to SLAs through a structured and transparent performance framework designed to monitor, report and continuously improve service delivery. During mobilisation, we collaborate with the customer to define critical SLAs and KPIs, aligning them with business objectives and operational requirements.

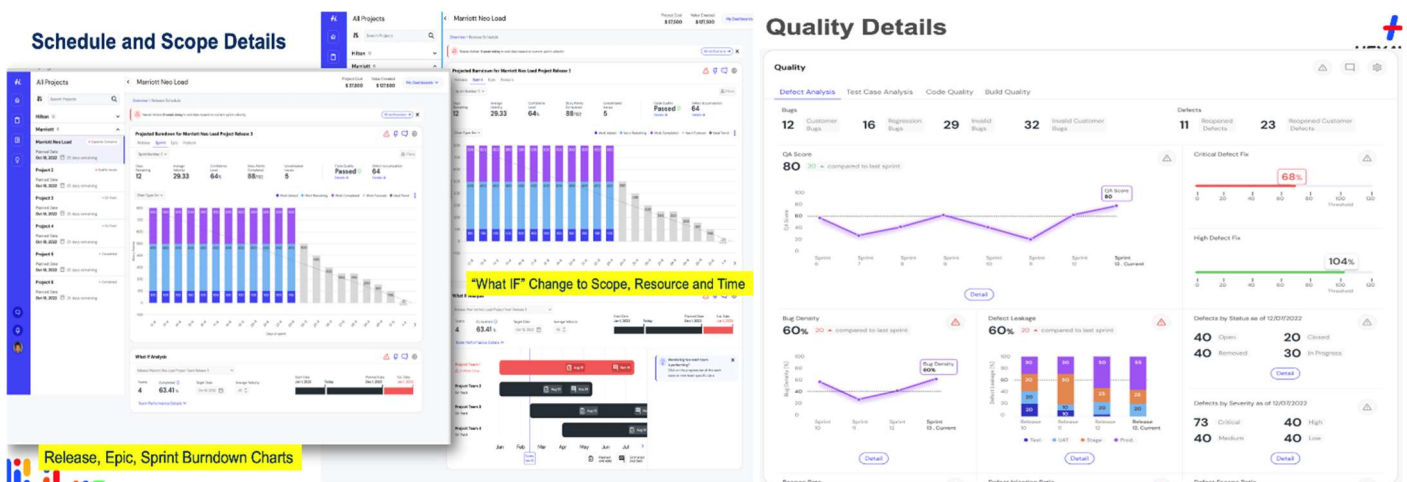
- **Measuring compliance:** To measure compliance with timescales and KPIs, we employ advanced tools such as the **Tensai Insights dashboard**, which provides real-time visibility into SLA performance and engagement metrics. This dashboard acts as a single source of truth, enabling role-based insights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

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

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

Performance dashboards

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.



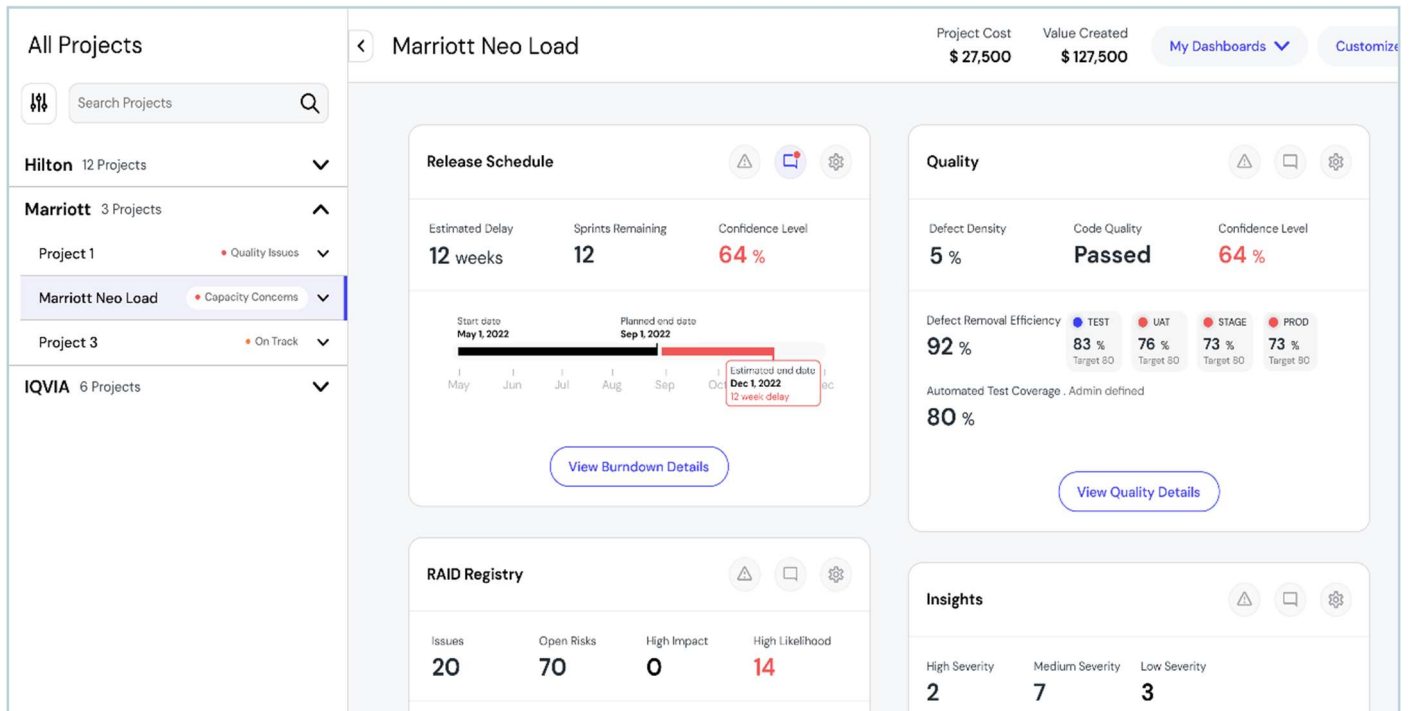


Figure 2: Example KPI dashboards from previous transformation projects

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

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

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

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

3.4.2 Disaster recovery and restoration

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

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

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

3.5 Training

Maintaining compliant, quality service delivery, we employ a bespoke training regime to ensure full alignment with client goals and expectations. Based on the identified needs, we will design targeted training for specific technologies and change areas, creating detailed training manuals that preserve critical knowledge and minimise the risk of organisational knowledge loss. 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, the Project Manager oversees access and monitors adherence to our security policies.

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

5 Supplier information

5.1 About us

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

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

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

5.1.1 Core Values

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

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

5.1.2 Our history

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

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

5.1.3 Hexaware in 2026

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

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

Revenue and Growth

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



5.2 Why choose us

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

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

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

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

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

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

5.3 Relevant experience and testimonials

Hexaware has extensive experience delivering similar services across diverse sectors, including financial services, healthcare, manufacturing, professional services and public sector domains. Notable case studies include:

- During our lead-to-cash transformation for a European environmental services provider, we enhanced service efficiency by **40%**, increased renewal rates by **20%** and improved customer retention by **1.5** times. This impacted over **900** users and managed **£295** million in revenue across multiple business units
- In the professional services sector, we implemented scalable Power Pages portals that supported over **22,000** users with seamless client onboarding, document sharing and automated approval workflows. Through this, we achieved rapid deployment with the MVP launched in **6 months**

Further demonstrating our successful record, we support over **300** consultants working on **210+** business app projects, impacting **50 million** users globally.

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)

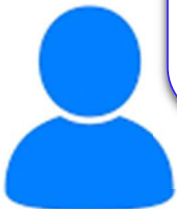
“If I have to say one thing about Hexaware, it is the fact that this partner in trials and tribulations has stood with me. Despite the complex problems that I have given them, they have stood with us and taken the heat and still, they are standing right next to me and they have helped us succeed throughout. 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