

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 eyelids and eyelashes are visible, with the skin appearing dark and textured. The overall lighting is dramatic, with strong highlights and deep shadows.

HEXAWARE

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

Strategy and Design

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 Strategy and Design listing, its key features/benefits, delivery framework and scope	Details how our services are delivered under the G-Cloud 15 framework, covering onboarding. Service levels, business continuity, invoicing, termination and support	Summarises our company background, mission, relevant experience and how to procure our services through G-Cloud

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

1.2 How to use this document

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

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

2 Service description

2.1 About our service

To deliver impactful, scalable and intuitive digital experiences, our Strategy and Design service helps public-sector organisations align business objectives with user-centred, evidence-based design. Rooted in our Experience First methodology and supported by Agile, PRINCE2 and ITIL best-practice approaches, this service ensures each design initiative is strategically grounded and operationally achievable. By integrating business strategy, market insight and human-centred design together, we help customers shape services that are accessible, efficient and built around real user needs.

To support long-term modernisation programmes, our services are designed for customers seeking to improve user journeys, reduce operational complexity and deliver measurable experience improvements. We translate organisational challenges into well-defined, actionable strategy and design solutions through:

- Comprehensive user and market research
- Customer-journey mapping
- Service and interaction design
- Multi-channel experience frameworks

Working collaboratively with stakeholders, we facilitate workshops, discovery sessions and co-creation activities to define the vision, validate requirements and build shared ownership of outcomes. Reducing delivery risk and supporting faster time-to-value, our iterative approach enables rapid prototyping, continuous validation and quick adaptation to new insights. The typical outputs of this service include:

- Strategic roadmaps
- Experience blueprints
- Design frameworks
- Wireframes
- High-fidelity prototypes
- Post-launch analytics

This service has been developed to meet the specific and bespoke needs of public-sector buyers. By combining strategic foresight, user empathy, robust research and proven delivery methodologies, we provide end-to-end Strategy and Design capability that delivers meaningful and measurable results.

2.2 Delivery framework

We deliver our Strategy and Design service through a structured, user-centred and iterative delivery framework tailored to public sector transformation needs. Providing clarity and reducing risk, our approach blends strategic analysis, human-centred research, co-creation and iterative prototyping to ensure solutions remain organisationally aligned. Our delivery framework follows 6 interconnected phases:

1. Discover

To gain a clear view of current challenges, service context, digital maturity and user groups, we begin by aligning with the organisation's strategic objectives. Key activities of this phase include:

- Strategy workshops for stakeholder alignment
- Review of existing services, systems and policies

- Baseline analysis of service performance and accessibility
- Definition of goals, constraints and measurable outcomes

2. Research

To ground design and strategy decisions in real evidence, we conduct comprehensive research to understand user needs, behaviours, pain points and expectations. Key features of this phase include:

- User interviews, surveys and contextual enquiry
- Market, sector and trend analysis
- Persona creation, empathy mapping and task analysis
- Accessibility and inclusion assessments

3. Define

We use insights from the research phase to define the target experience, prioritise user and business requirements and map future-state journey. Key activities include:

- Problem and opportunity framing
- Current and future-state journey mapping
- Requirement prioritisation such as Must-have Should-have Could-have Won't-have (MoSCoW)/Kano
- Experience strategy and value proposition definition

4. Design

We translate requirements into tangible design assets, progressively moving from conceptual models to detailed interaction patterns and visual prototypes. Key activities of this phase include:

- Information architecture and interaction design
- Wireframes, service blueprints and User Interface (UI) prototypes
- Multi-channel experience frameworks
- Co-creation and design-thinking workshops

5. Validate

We validate designs through usability testing, accessibility testing and structured feedback loops, with each iteration bringing improvements to ensure solutions remain intuitive and inclusive. Key activities of this phase include:

- Usability testing remote and in-person
- Accessibility testing in line with WCAG and EN 301 549 standards
- Prototype refinement and iteration cycles
- Playback sessions with stakeholders and end users

6. Transition

We ensure a smooth transition from design into delivery teams, providing detailed documentation, roadmaps and implementation guidance. Key activities of this phase include:

- Final design packs, pattern libraries and specifications
- Strategic roadmaps and implementation sequencing
- Support for development teams during handover
- Post-launch analytics and continuous improvement plans

2.3 Service overview

Our Strategy and Design service provides a structured, outcome-driven approach to shaping user-centred digital services for public sector organisations. Combining strategic insight, user research and iterative design, we help clients define clear service visions, map future-state experiences and create accessible, intuitive and implementation-ready designs.

To ensure governance, flexibility and quality throughout the delivery lifecycle, we apply a blend of industry standard proprietary methodologies, such as Agile, Design Thinking, Lean UX, PRINCE2 and ITIL. Central to our approach is our Experience First methodology, which focuses on continuous validation through research, prototyping and usability testing so that design decisions remain evidence based.

To support delivery, we leverage proven toolkits, such as our Strategic Experience Planning Framework, Journey and Service Blueprinting Toolkit and multi-channel experience patterns. This structured methodology ensures that every engagement produces robust, user-validated outputs that reduce delivery risk and provide solid foundations for successful digital transformation.

2.4 Service features and benefits

Our Strategy and Design service provides the following features:

- **Strategic experience planning aligned with business goals**
- **User and market research for informed decision-making**
- **Customer journey mapping and service design**
- **Information architecture and interaction design**
- **Visual and brand strategy integration**
- **Multi-channel and omni-channel experience frameworks**
- **Agile-driven iterative prototyping and validation**
- **Stakeholder co-creation workshops and design thinking facilitation**
- **Experience analytics and continuous improvement support**
- **Compliance with security, accessibility and service management standards**

Through these features, we provide the following benefits:



Enhanced user satisfaction by simplifying complex workflows and interactions



Reduced deployment times through agile, iterative design and development



Improved operational efficiency by automating manual, error-prone processes



Increased accessibility, ensuring compliance with regulatory and industry standards



Accelerated decision-making with real-time dashboards and interactive reporting



Strengthens brand consistency across multiple digital channels and platforms



Minimised business risks by embedding security and compliance from design



Boosted staff productivity with intuitive, user-friendly tools and interfaces



Faster issue resolution through detailed usability testing and feedback



Supported continuous improvement via analytics-driven insights and user feedback loops

2.5 Service scope

2.5.1 User support/support levels

To ensure buyers can access assistance quickly, maintain momentum across design activities and resolve queries efficiently, we provide a structured engagement-support service. Our service is tailored to the specific needs of each client, typically covering project queries, design clarification, documentation requests, workshop preparation and general engagement management. 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.

2.5.2 Support details

We offer 24/7 user support and incident resolution using our multi-channel service desk, with 24/7 phone line, live chat and email support, with the following response times:

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

Allowing users to track ticket status, manage priority levels and upload supporting information, we document requests through our online ticketing portal, which meets WCAG 2.2 AA accessibility standards. Web chat support also meets the accessibility requirements outlined in EN 301 549. Third-party contractors authorised by the buyer can access support channels upon request. AI-driven self-service tools are also available to help resolve common issues before reaching an operative.

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

2.5.3 Accessibility and usability

Ensuring that the services we design are inclusive and compliant, we embed accessibility and usability best practice throughout all Strategy and Design activities. We design all design outputs in accordance with WCAG 2.2 AA and EN 301 549 standards. Our approach includes:

- Inclusive research practices to engage a diverse range of users, including those using assistive technologies
- Accessibility-led design by applying WCAG guidelines to content, interaction patterns, navigation and visual design
- Usability and accessibility testing by validating designs with real users and assistive technologies where required
- Clear, consistent interfaces, ensuring typography, contrast, colour use and layouts support a wide range of accessibility needs
- Support for multiple input methods, confirming designs are usable through keyboard, touch, screen readers and voice interaction
- Cognitive accessibility considerations, simplifying workflows, reducing complexity and ensuring content clarity

2.5.4 Service constraints

Our Strategy and Design service relies on effective collaboration, timely access to information and active participation from client stakeholders. The following constraints may influence delivery timelines or depth of insight:

- **Stakeholder availability:** Limited engagement from subject matter experts or decision makers may delay workshops, approvals and design iterations
- **User access:** Restricted access to end users can limit the breadth of research insights and reduce the richness of validation activities
- **Information availability:** Incomplete, outdated or unavailable documentation, such as processes, existing journeys or policies, may affect the accuracy of service mapping and recommendations
- **Technology or policy constraints:** Existing systems, integration limitations or organisational policies may restrict feasible design options
- **Time constraints:** Compressed timelines or limited windows for testing and iteration may reduce opportunities for refinement

Where these constraints arise, we work with clients to define alternatives, mitigations and appropriate delivery adjustments.

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 iterative, user-centred delivery, ensuring transparency, 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 establish clear expectations, mobilise resources and prepare stakeholders for a successful strategy and design programme. Onboarding typically spans 4 weeks for standard engagements. For urgent projects, a 2-week fast-track option can be made available. For complex, multi-workstream engagements, we may extend the onboarding phase to 6-8 weeks, including any required security clearances. Our onboarding process is as follows:

- 1. Contracting, mobilisation and kick-off:** We begin by confirming the Statement of Work (SOW), clarifying scope, timelines, deliverables and governance. Mobilisation includes assigning the delivery team, holding a formal kick-off session and establishing communication channels and meeting cadences
- 2. Stakeholder alignment and discovery preparation:** We work with client sponsors and subject-matter experts to identify key stakeholders, user groups and priority service areas. To inform the discovery phase, we also gather existing documentation such as policies, process maps, performance data and previous research
- 3. Access, logistics and toolset setup:** We define and agree access requirements for research, workshops and collaboration platforms, such as Miro, Teams, Figma, Confluence and Jira. Any necessary security checks or client-side access provisioning are completed at this stage
- 4. Research and engagement planning:** We develop a detailed research plan, including methods, recruitment approaches, user cohorts, accessibility considerations and timelines. We also agree on workshop schedules, the availability of participants and any organisational sensitivities or constraints
- 5. Alignment sessions and ways-of-working agreement:** To align expectations, co-define success measures, validate assumptions and agree how progress will be tracked, we conduct early working sessions. This includes confirming governance, escalation routes and rapid decision protocols to support iterative delivery

3.2.2 Offboarding

To ensure a smooth transition after delivery, every engagement concludes with a structured offboarding phase, focusing leaving client teams fully equipped to continue delivery and progress. Our process is as follows:

- 1. Handover of design artefacts and documentation:** We provide a full package of finalised outputs, which may include:

- User-research findings
- Personas
- Journey maps
- Wireframes
- Future-state roadmaps
- Service blueprints
- Information architectures
- Design systems
- Prototypes

To ensure long-term usability, we provide all artefacts in agreed formats, such as PDF

2. **Knowledge transfer and playback sessions:** We conduct structured handover sessions with client teams, product owners, service owners and delivery partners. These sessions walk through assumptions, design decisions, research insights, recommended next steps and any dependencies relevant for future phases
3. **Transition support for downstream teams:** To clarify requirements, ensure design intent in preserved and answer any final questions, where required, we work with internal or third-party deployment teams
4. **Access removal and security closure:** All Hexaware access to client systems, collaboration tools and shared repositories is removed in line with security policies and contractual requirements
5. **Final review and closure:** To confirm deliverables, outcomes achieved, lessons learned and any outstanding actions, we conduct a project-closure review with client stakeholders. If required, we provide recommendations for subsequent phases such as detailed design, implementation planning or continuous improvement cycles

3.3 Service Management

Our delivery team manage services in accordance with ISO9001 and ISO27001 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

We tailor our Strategy and Design services to each client's organisational context, delivery environment and user needs. From the outset, we work closely with stakeholders to ensure alignment on goals, priorities and ways of working. To maintain consistent progress throughout the engagement, this includes collaborative planning, transparent communication and regular engagement checkpoints.

To support strong ownership, clearer decision making and organisational alignment, we co-design activities with clients through structured workshops, research sessions, playback reviews and iterative design cycles. This ensures that insights and decisions are shared, understood and validated across all relevant parties.

Maintaining clear visibility of progress, we provide regular updates to clients on risks, dependencies and upcoming activities. Ensuring output remains aligned, we incorporate client feedback continuously through sprint reviews, design critiques and structured approval points.

3.3.2 Performance monitoring

To effectively measure ongoing compliance and goal alignment, we apply structured performance monitoring practices throughout the engagement. From the outset, we collaborate with clients to define measurable outcomes, review points and Key Performance Indicators (KPIs) tailored to the scope of the strategy and design engagement. Our performance monitoring process for this listing is as follows:

1. **Milestone and deliverable tracking:** Ensuring work remains aligned to strategic priorities, we track progress against agreed milestones, deliverables and timelines. We highlight any risks or emerging issues early, with corrective actions agreed jointly with the client
2. **Structured reporting and governance:** We provide regular updates through weekly progress summaries, sprint reviews and monthly governance meetings. These reports cover delivery status, upcoming activities, risks, dependencies, stakeholder actions and any scope clarifications required
3. **Transparency through shared dashboards:** To provide clients with real-time visibility of task progress, decisions, research findings and design iteration, where appropriate, we offer shared digital workspaces, such as Jira, Confluence, Teams dashboards or engagement trackers.
4. **Stakeholder feedback integration:** For continuous alignment to customer needs, we capture and incorporate feedback from workshops, playback sessions, design reviews and usability testing into ongoing delivery
5. **Quality assurance and internal review:** We subject our design and research outputs to internal peer review and quality assurance checks, such as spot checks and Senior Manager review/approval, aligned with our ISO9001 Quality Management System
6. **Continuous improvement throughout delivery:** Enhancing collaboration and streamlining decision making, we use insights from each phase of delivery to refine ways of working. Where areas for improvement are identified, we update our approach immediately
7. **Accountable leadership:** Our Delivery Manager and Account Manager oversee performance monitoring and ensure the swift implementation of any remedial actions. Additional reports or deep dives can be provided on request

3.4 Backup, restore and disaster recovery

As a Strategy and Design service, we do not host, store or process customer data within our own systems. All client information remains within customer-controlled environments or approved collaboration platforms. Therefore, traditional data backup or restoration activities for customer data do not apply to this service.

For our organisational data, we perform backups of critical systems and data in daily, weekly, monthly and yearly cycles. We maintain backups as immutable copies using the **3-2-1 backup principle** to protect against data loss, corruption and ransomware.

At the end of an engagement, we revoke all access to client systems and securely delete any client artefacts stored in shared collaboration spaces in accordance with our Data Protection and Privacy Policy.

Safeguarding all client and corporate information assets, we maintain comprehensive Data Protection, Business Continuity and Information Governance policies. For service continuity, data integrity and minimal disruption to client operations, we govern business continuity and resilience through our formal **Business Continuity Plan (BCP)**.

For every 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 function and validate continuity plans through structured testing and governance cycles.

3.4.1 Backup and data protection

Ensuring that customer data remains in their control, we do not store or retain customer data within our internal systems as part of our Strategy and Design service. All client information remains within customer-controlled or customer-approved environments at all times.

To minimise disruption to the internal systems used to deliver this service, 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

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.

Since we do not host customer data or operate customer platforms, disaster recovery activities apply solely to maintaining uninterrupted consultancy operations.

3.5 Training

Ensuring client teams can confidently use, interpret and build upon our Strategy and Design outputs, we provide training during delivery and knowledge transfer activities during offboarding. We tailor training to each customer and may include:

- **Design artefact walkthroughs:** Sessions explaining research findings, journey maps, service blueprints, prototypes and design rationale
- **Capability uplift:** Introductory or advances sessions in service design, UX methods, user research techniques or design thinking features
- **Tool-based training:** Familiarisation with collaboration and design tools such as Miro, Figma, Teams, InVision or Confluence, depending on client preference
- **Train-the-trainer programmes:** Preparing internal service owners to maintain knowledge, support future iterations and share best practice across teams
- **Knowledge transfer documentation:** Guides, playbooks, induction materials and digital artefacts that capture processes, methods and key decisions

For alignment and flexibility, we co-design training with client stakeholders and can be delivered onsite or remotely. We measure the effectiveness of our training through participant feedback, completion records and follow-up actions.

3.6 Service pricing

To support flexible and transparent delivery, we offer several pricing models suitable for Strategy and Design engagements:

- **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

We base pricing on the required expertise, research intensity, workshop cadence, deliverables and project duration.

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
- Pre-agreed expenses, where relevant

Invoices are submitted electronically to the client's designated finance contact or portal, with standard payment terms of 30 days from 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 within 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.

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. As our Strategy and Design service does not store customer data within Hexaware systems, these controls apply to our internal enterprise environment and any access to client-approved collaboration tools. 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 defence-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

We maintain strict compliance with UK and EU data protection regulations across all Strategy and Design engagements. As this service does not store or process customer data within Hexaware systems, our compliance activities focus on secure access, handling and governance of client-shared information within customer-approved environments.

Embedding confidentiality, integrity and availability into all processes, our approach is underpinned by an enterprise-wide Information Security Management System accredited to ISO27001, ISO27701 and ISO22301. These standards govern our controls across people, processes and technology, including access management, monitoring, incident response and secure data handling procedures.

All customer data remains within customer-owned or customer-approved and we operate through secure, access-controlled connectivity that adheres to customer requirements. We handle any shared design artefacts or working materials during the engagement in accordance with our Data Protection and Privacy Policy, deleting these securely at contract closure.

4.3 Information security management and certifications

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

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

- ISO27001:2022 – Information Security Management
- ISO
- SOC 2 / SOC 2+ Type II
- HITRUST (2024)
- ISO 14000 (2023)
- PCI-DSS (for selected customers)
- ISO22301:2019 – 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 **ISO27001** accreditation and the UK government's cloud security principles. The Project Manager oversees access and monitors adherence to our security policies.

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

5 Supplier information

5.1 About us

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

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

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

5.1.1 Core values

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

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

5.1.2 Our history

1990:	Hexaware was founded as Aptech Limited, focusing on training technology talent for the Indian IT industry.
1995:	We expanded operations to North America and Europe, establishing a strong reputation in application development and maintenance.
2001:	The training arm of Aptech was demerged and the company was renamed Hexaware Technologies Limited. This marked a strategic shift to focus solely on IT services.
2006:	Acquired Focus Frame, a testing services company in Mexico, which was later integrated into Hexaware.
2012-2013:	Launched SaaS offerings, mobile testing solutions and enterprise mobility services. Caliber Point, the BPO arm of Hexaware, was merged into the parent company.
2019:	Acquired Mobiquity, a digital service provider renowned for its innovative work in customer experience, mobile and cloud solutions.
2023:	Formed a joint venture in Qatar with Al-Balagh through QFC. Opened new delivery 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 Strategy and Design services across multiple sectors, including healthcare, financial services, transportation, retail and logistics. Our engagement focuses on improving user experience, strengthening digital interactions and aligning service design with organisational goals. Examples of relevant work include:



For a global health and fitness provider, we redesigned key digital journeys and member experience flows. This resulted in a **20% increase in member retention** and a **30% rise in user engagement**. We achieved these outcomes through user-centred research, journey mapping and iterative design validation



Hexaware improved decision-making efficiency for a global-asset management client by redesigning CFO dashboards and simplifying complex workflows. Using enhanced information and interactive visualisation, we enabled faster insights and reduced reliance on manual processes



For a UK transportation organisation, Hexaware delivered a strategic UX transformation that was recognised with a Gold Award at UX India 2017. This engagement streamlined operational processes and enhanced stakeholder satisfaction through service design best practice and accessibility-focused improvements



We designed a fully integrated, multi-brand digital wholesale platform supporting configurable seasonal experiences, regional variations and “social buying” features. This solution significantly accelerated time-to-market and strengthened customer experience across multiple digital channels

5.3.1 Testimonials:



“The partnership with Hexaware has helped us extend our strategic point of view and execute our strategic journey effectively.”

John McCorry, Chief Information Officer – Airlines Reporting Corporation

“Hexaware has stood with us through complex challenges and consistently delivered value across emerging and digital technologies.”

Kris Rao, Chief Information & Digital Officer – HNI Corporation



“Hexaware continues to play a critical role in enabling us to serve our customers better across our global operations.”

Abdul Razack, Global Head of Product & Engineering – Aon



“Hexaware helps us accelerate delivery and advance key projects much more quickly with the resources we have.”

Bert Odinet, SVP & Chief Innovation Officer – Freeport



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, Vice President & Global Head of Google Cloud Alliances & Partnership
- **Telephone:** 07432479231
- **Email:** DebabrataD1@hexaware.com