

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 surrounding skin are in deep shadow, with some highlights on the eyelashes and the skin around the eye.

HEXAWARE

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

Data and Analytics 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 Data and Analytics services, highlighting key features such as scalable AI and analytics powered by the Amaze platform, along with our methodology, assurance practices and the benefits we deliver	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

Hexaware provides an automation-led Data and AI ecosystem that integrates core Data Engineering with Advanced Analytics and Intelligence. Our service is powered by the patented **Amaze for Data and AI platform**, which modernises legacy systems automatically through smart assessments, improved schema re-design and No-touch Migration. Maximising the value of our services, we deliver a full spectrum of capabilities including:

- Business Intelligence,
- Event Stream Processing
- Data Modelling
- Geospatial Analytics
- Generative AI solutions

We deliver our services using a POD-based model, where small, cross-functional teams are responsible, end-to-end, for defined data and analytics outcomes. Operating using Agile delivery practices, each POD combines data engineering, analytics, platform and quality assurance skills. PODs provide continuity, clear accountability and rapid iteration, enabling buyers to receive incremental value while maintaining strong governance, security and cost control.

We are a versatile partner, having successfully delivered data and analytics services across a range of industries and sectors, including Aviation, Healthcare, Finance and Banking. Demonstrating our quality, our expertise is globally recognised, serving major organisations including:

- **3** of the largest professional services firms
- **2** of the world's largest mortgage financing companies
- **1** top global insurer

Demonstrating our suitability, we are fully equipped to support Public Sector entities, including Central Government and Local Authorities. We will do this by providing the same scalable, secure and cost-effective data solutions used by the world's leading commercial enterprises.

2.2 Delivery framework

Supporting clients through their data and analytics journey, we deliver end-to-end cloud services. This modernisation journey includes:

- **Data capturing and initial intelligent assessment (typically 4 weeks):** This is the planning phase, where we gather, process and evaluate data and build a Total Cost of Ownership (TCO)-impact business case
- **Migration and execution phase:** Focusing on migration and implementation, we employ Smart Schema Re-design and No-touch Data Migration to move legacy systems into a cloud-native powerhouse
- **The data enablement and testing phase:** Throughout service delivery, Metadata Management and Data Cataloguing provide visibility, reporting and insights. Maximising service value, COEs deliver self-service BI tools directly to business users, ensuring the data is not just stored, but actionable for complex needs like predictive analytics

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

Informed by **20+ years'** experience and proven deployment across global industries, we specialise in supporting public sector organisations through our Data and Analytics services. We are a client-centric, outcome-driven consultancy service, providing comprehensive strategies and bespoke IT solutions to achieve measurable outcomes.

Under the G-Cloud 15 Framework, we will provide end-to-end Data and AI ecosystem designed to help organisations modernise outdated data systems and move to a cloud-ready, intelligent environment. Supporting effective decision making, we combine strong data modelling and architecture with advanced analytics and real-time event processing. Our aim is to support businesses in creating a condensed unified data foundation and improving data integration and intelligence.

Our consulting approach uses the **Amaze for Data and AI** platform to assess current systems and redesign data structures intelligently. We follow a proven POD-based delivery model using Agile practices to deliver value quickly and continuously. Our key outcomes include:

- Automated Extract, Transform Load (ETL)/Extract Load Transform (ELT) data pipelines
- Strong data quality and governance frameworks
- Self-service BI capabilities for business users

Using standard templates and industry best practices, we ensure smooth integration with major cloud platforms such as **AWS, Azure, Snowflake, Databricks** and **Google Cloud**.

2.4 Service features and benefits

Our service is distinguished by an automation-led strategy and patented Amaze platform, which uniquely accelerates modernisation. Unlike traditional consultancies, we offer:

- 1. Intelligent data modelling and smart schema design:** We optimise legacy data structures for cloud-native performance through advanced data modelling and schema re-design. These enhancements create high-performance, scalable foundations for analytics and reporting. This provides stringent benefits, including:
 - Reducing TCO by 50% through automated platform modernisation
 - Optimising infrastructure ROI through cloud-ready architectures
 - Ensuring high data quality through AI-enabled auditing frameworks
- 2. Automated data ingestion and pipeline orchestration:** We provide low code/no-code generators to accelerate the creation of ETL/ELT pipelines. This enables rapid onboarding data across environments, including:
 - Cutting manual effort by 60% using automated migration tools
 - Slashing maintenance effort by 40% with automated metadata management
 - Accelerating time-to-insight by delivering business value within months
- 3. Business intelligence and data strategy enablement:** We develop BI roadmaps, governance models and self-service data products to empower public sector organisations with accessible, actionable insights. This enhances decision-making with faster, more transparent reporting and improves data transparency
- 4. Advanced predictive analytics and AI/ML solutions:** Using centres of excellence (CoEs), we implement mature AI/ML models backed by strong data science practices and rigorous quality frameworks, which

ensure high integrity analytics using agentic AI-driven quality checks. These solutions also accelerate insight generation through predictive and prescriptive modelling

- 5. Real-time event stream processing:** Automated event stream workflows allow organisations to process and analyse real-time data, enabling rapid operational responses and actionable intelligence. This enhances decision-making with real-time insights and helps lower operational costs
- 6. Search/knowledge discovery automation:** Hexaware delivers automated data estate discovery and cataloguing that improves findability, knowledge access and metadata visibility across the organisation. Reducing manual effort, we eliminate repetitive documentation processes
- 7. Cross-cloud data integration and intelligence:** With seamless integration across AWS, Azure and GCP, Hexaware enables unified data views and smooth interoperability across multi-cloud ecosystems. This Optimises infrastructure ROI with scalable cloud architectures and reduces costs using efficient cloud storage solutions
- 8. Modernisation assessments with Amaze:** Our 4-week intelligent evaluation rapidly identifies modernisation opportunities across legacy data estates, guiding organisations on the optimal transformation path. This assists in cutting TCO by spotlighting opportunities for consolidation and automation
- 9. Comprehensive data governance and quality management:** We improve transparency and governance with our robust frameworks powered by GenAI auditing, Hexaware ensures reliable, compliant and trustworthy data across the lifecycle. This ensures high data quality through AI-enabled audit and balance checks
- 10. Location and geospatial analytics:** Our industry-specific spatial solutions enhance planning, risk analysis and operational efficiency by integrating geospatial intelligence into the analytics stack. This helps streamline decision making and accelerate insight generation for location-driven public sector workflows

2.4.1 Key benefits Include:



Advanced capabilities: Implementation of intelligent supply chain and customer insights through predictive analytics and real-time processing using automated pipelines



Speed and flexibility: Rapid transformation into a data-driven enterprise in 18 to 24 months, significantly faster than public sector averages



Increased efficiency: Migrating legacy systems to Cloud-based scalable data infrastructure allows customers to manage growing data volumes, including location and geospatial analytics, with ease



Reduced costs: Clients, including one of the world's largest mortgage financing and insurance companies, have achieved exponential business value using our holistic transformation roadmaps. We deliver an **average of 20-30% cost savings** for each client.

2.5 Service scope

2.5.1 User support/support levels

To ensure buyers can access help quickly, resolve issues efficiently and maintain continuity of operations, we provide a structured, responsive support service. Our service is tailored to the specific needs of each client. We conduct an initial, high-level assessment of our client's current infrastructure and goals, which informs our support plan. This ensures clients receive customised guidance that fits their specific needs. Support plans are based on a variety of factors, including project size.

2.5.2 Support details

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

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

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

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

2.5.3 Accessibility and usability

All interfaces are designed in accordance with WCAG 2.2 AA and EN 301 549 standards. We regularly test usability with diverse user groups, including users with assistive technologies. Providing an inclusive experience for all clients, our accessibility features include:

- **Screen reader compatibility:** The Virtual Agent is fully functional with screen-reading technologies, ensuring that users with visual impairments can access and interact with the platform effectively. This includes support for NVDA, JAWS, VoiceOver, TalkBack and ZoomText
- **Text and screen enlargement:** The Virtual Agent supports text and screen enlargement, making it accessible for users with limited vision
- **Colour accessibility:** The platform does not rely solely on colour to convey information, ensuring accessibility for users with colour perception challenges
- **Keyboard navigation:** All features and functions within the Virtual Agent can be accessed and manipulated using a keyboard, making it accessible for users with limited manipulation or strength
- **No hearing requirement:** The Virtual Agent does not require hearing for interaction, making it accessible for users with hearing impairments
- **Cognitive accessibility:** The Virtual Agent uses standard terms that are understandable by users with limited language, cognitive, or learning abilities
- **Photosensitive seizure safety:** The platform is designed to minimise triggers for photosensitive seizures
- **Privacy protection:** Systems are in place to ensure the privacy of individual users

Evidencing the accessibility of our dashboards, we have provided the images below to demonstrate how those with limited vision or colour blindness can access our services.

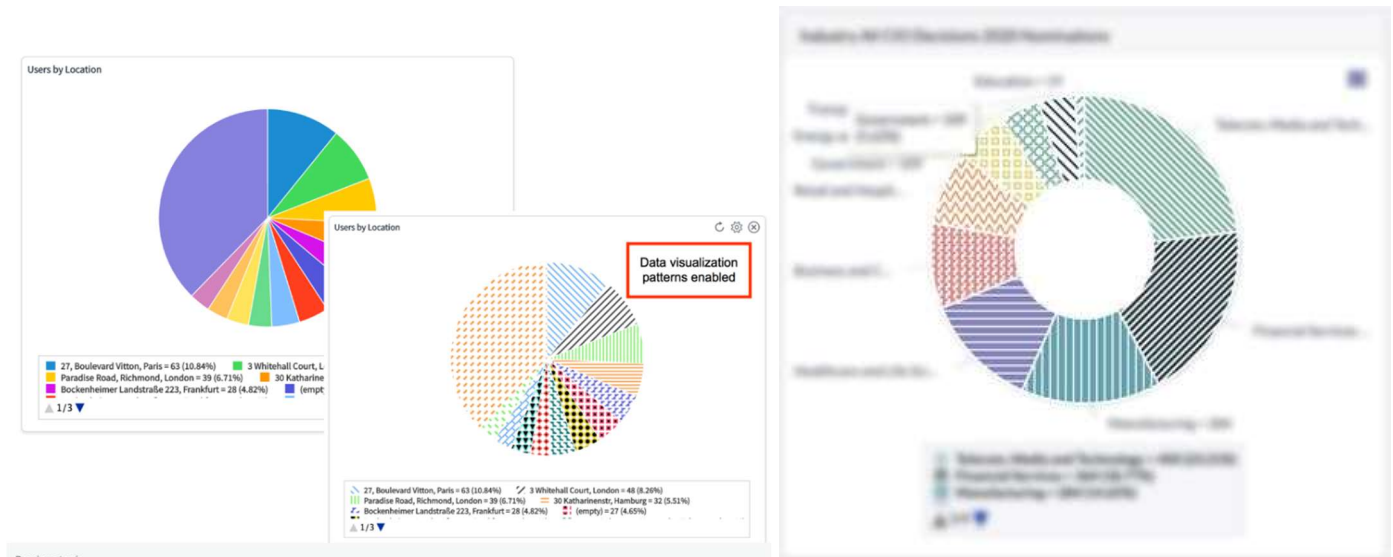


Figure 1: Accessibility features

2.5.4 Service constraints

Our Strategy service relies on access to information, including existing systems, workflows and IT architecture. The following constraints may impact service delivery:

- **Access to information:** Clients are unwilling to share this information, or the quality of data is not sufficient. If data is missing, inaccurate, or out of date, the insights and reports that rely on it will not be reliable

- **Time:** For advanced analytics services, time can be a constraint as models need to be regularly monitored and updated to ensure accuracy
- **Data security:** As data sharing must comply with GDPR and other applicable data protection requirements, this may influence the scope and pace of delivery

3 G-Cloud alignment information

3.1 Section introduction

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

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

3.2 Onboarding and offboarding processes

3.2.1 Onboarding

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

1. **Data platform assessment and roadmap development:** We will confirm a statement of Work (SOW) with clients and assess the current state of the data estate to define strategic priorities.
2. **Service setup and mobilisation:** We will deploy our matured POD-based delivery teams and integrate with the client's existing infrastructure. This phase includes establishing Data Governance Frameworks and configuring the necessary security protocols.
3. **Alignment and workshops:** We will conduct gap analysis workshops to finalize the project charter, ensuring all stakeholders are aligned on the "smart schema re-design" and migration strategies before execution begins.

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 BrainBox, our centralised platform designed to foster a culture of innovation and collaboration between employees. Providing a consolidated platform, It encourages staff to contribute ideas that add value to customers' IT estates and systematically manages the ideation process. Leveraging collective knowledge and expertise, BrainBox identifies and implements Customer Value Additions (CVAs). This results in tangible benefits such as cost savings, productivity improvements and reduced time-to-market.

Creating a Culture of Innovation & Proactiveness that inspire, empower, and align people towards shared goals

HEXAWARE

Our Brainbox program incentivizes Hexawarians to contribute ideas to add value to our customers' IT landscape

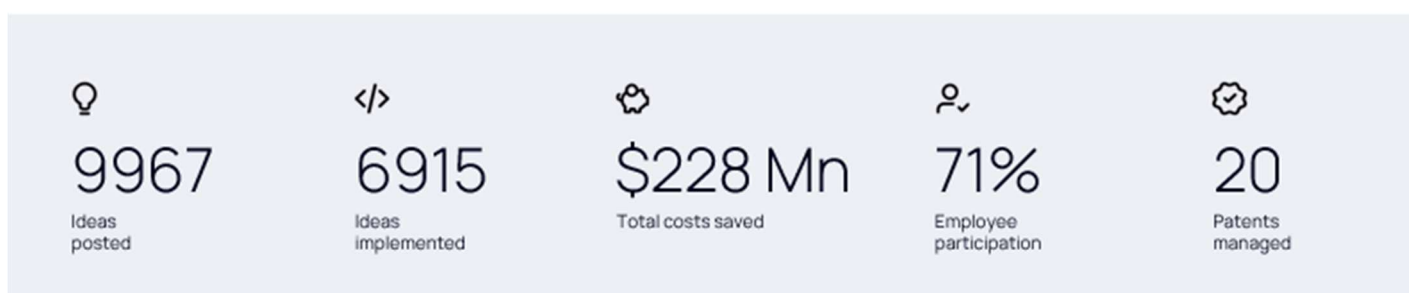


Figure 2: Brainbox highlights

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.

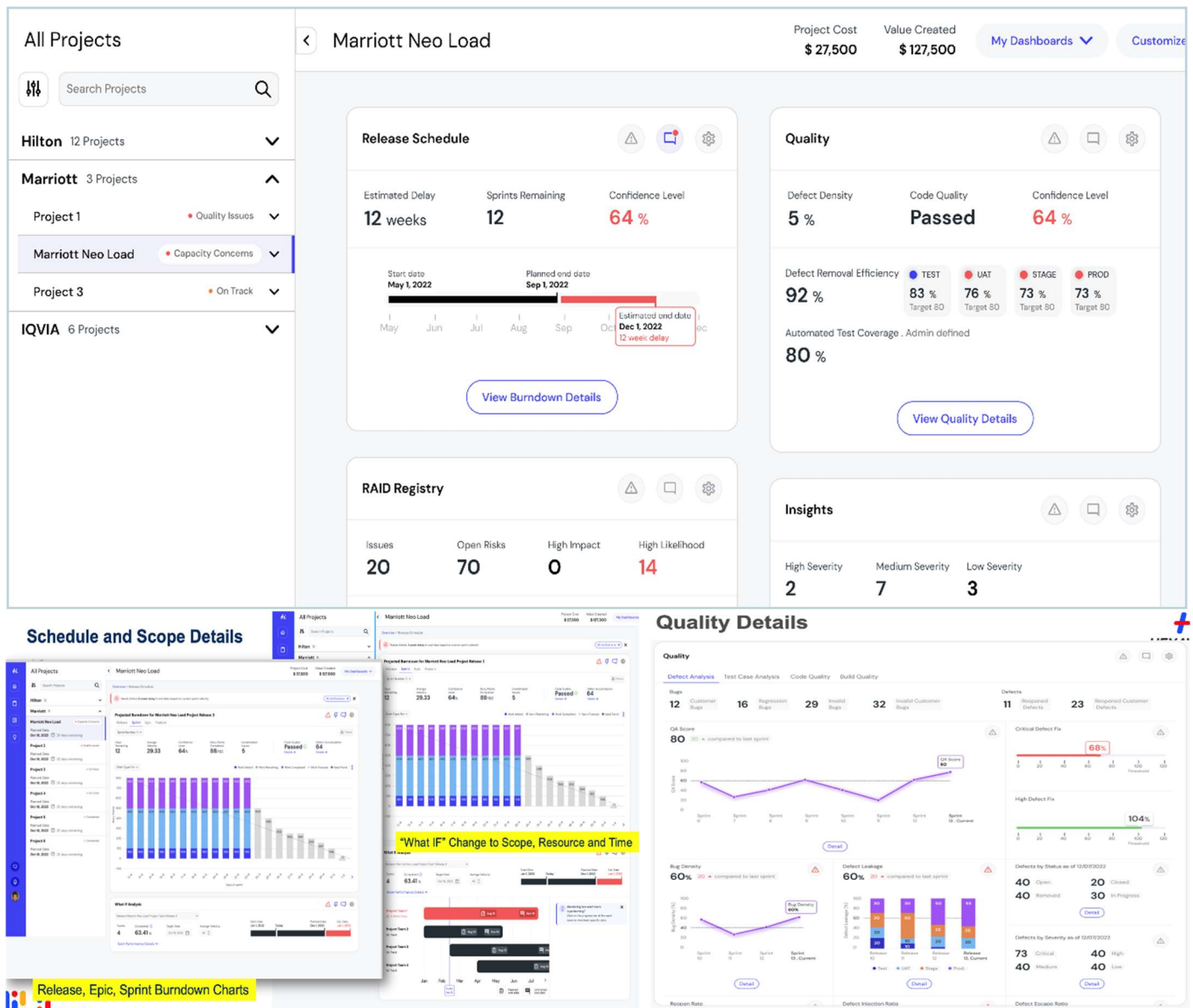
Embedding continuous improvement principles from the start of each contract, we will review our progress against agreed milestones at review meetings. Where improvements are identified, we will implement these immediately, sharing learnings across the organisation.

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.



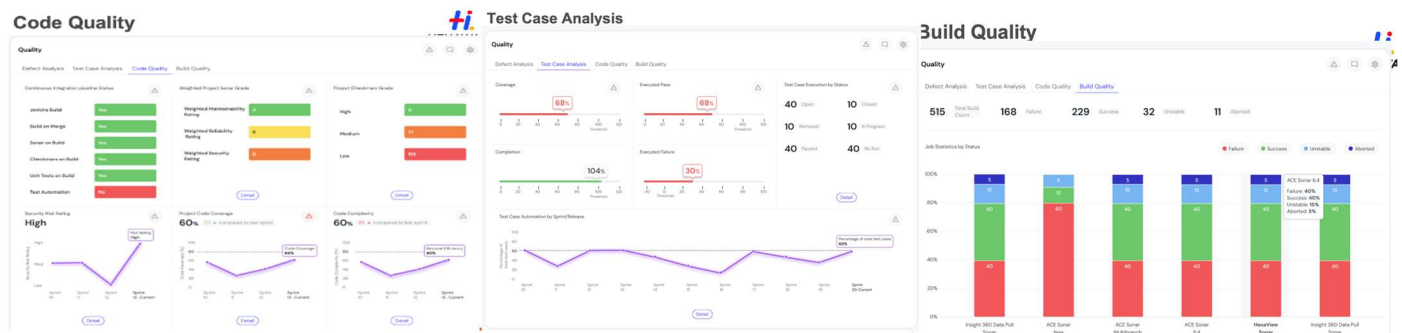


Figure 3: Example KPI dashboards from previous migration projects

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 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 (ISP) for internet resilience
- Active and passive server configurations for critical applications

- High availability network devices and load-balanced traffic
- Primary and fallback system mechanisms
- N+1 UPS power configurations and generator-backed power supply
- Regular immutable backups with offshore storage and restoration checks

Continuity readiness is validated through regular testing and simulations, including:

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

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

3.4.2 Disaster recovery and restoration

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

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

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

3.5 Training

Maintaining compliant, quality service delivery, we employ a bespoke training regime to ensure full alignment with client goals and expectations. This includes:

- **End-user training:** Instructor-led or e-learning sessions that cover day-to-day functionality and process integration
- **Train-the-trainer programmes:** Developing in-house super-users to deliver ongoing local training and 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 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 is our Chief Information Security Officer. Supporting secure service delivery, they are responsible for all security governance, risk management and compliance activities.

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

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

4.4 Identity and access management

Security access is governed through a comprehensive set of policies and controls aligned with our **ISO 27001** accreditation and the UK government's cloud security principles. The Project Manager oversees access and monitors adherence to our security policies.

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

5 Supplier information

5.1 About us

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

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

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

5.1.1 Core Values

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

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

5.1.2 Our history

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

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

5.1.3 Hexaware in 2026

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

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

Revenue and Growth

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



5.2 Why choose us

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

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

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

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

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

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

5.3 Relevant experience and testimonials

We have extensive experience in delivering complex data and AI transformations across diverse industries, ranging from financial services to aviation and healthcare. Our track record demonstrates a proven ability to modernise legacy estates, implement advanced real-time analytics and deploy generative AI solutions that drive tangible business outcomes.

1. Transformation for data efficiency (Leading American Airline):



We modernised the data architecture for a major US airline's data system by migrating it from an old Informatica setup to a modern, cloud-based system on AWS. We used **Kafka** to handle real-time data and **AWS Clue** for scheduled batch data, feeding it into **Teradata** for reporting and analytics. This change resulted in a 40% reduction in annual costs and enhanced processing capacity by 50%, enabling faster, data-driven decision-making for flight operations.

2. Modernising business reporting (US-Based Health Insurance Provider):



For a prominent health insurance provider, we executed a large-scale migration of their reporting landscape from legacy Business Objects (BO) to Microsoft Power BI. Using our **Amaze for Data and AI platform**, we migrated 350 reports, while identifying and removing unused duplicates. This automation-led approach resulted in a 60% improvement in time-to-market and reduced migration costs by nearly 40%.

3. Data-as-a-service on snowflake (US Health Information and Clinical Research Firm):



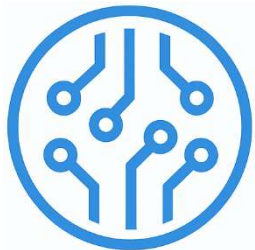
We enabled a Data-as-a-Service (DaaS) model for a global healthcare research organisation by consolidating several data sources into a centralised Snowflake repository. The solution involved cleansing and aligning diverse data formats to a central model, allowing end customers to access standardised datasets directly. This initiative reduced data cleansing times by 75% and proved 50% more cost-effective than their previous decentralised approach.

4. Unified data interface for consumption (US Financial Services Company):



To address inflexible data ecosystems and improve onboarding, we developed a **Unified Data Platform** for a large US financial services firm. The solution decoupled internal application data from external third-party data, connecting them through a robust distribution process that supports a Product-as-a-Service consumption model. This unified interface streamlined client onboarding and optimised development efforts by minimising manual data integration tasks.

5. Automated job description analysis with GenAI (Global Legal & Technology Consultancy):



We implemented a Generative AI solution to automate the analysis of voluminous medical-legal case files, which previously required thousands of manual hours. Using **AWS Textract** for OCR and **Amazon Bedrock** with Claude 3 for summarisation, the system performs powerful keyword searches and predictive recommendations via RAG (Retrieval Augmented Generation). This innovation delivered a 75% reduction in costs and cut the time spent on document review by 50%.

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 McCory, 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



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