



tensai

Unified IT Ops Platform

November 2022



PARTNER
Advanced Tier
Services



Partnering with our customers to **modernize** IT ecosystems through extreme automation and **transforming experiences** by personalized **insights**.



Agility

Continuous Application Orchestration

Orchestrating Continuous Integration, Delivery, and Deployment of applications with shift-left principles, including security and compliance at scale.



Build Automation



Autonomous Assurance



Shift-Left Security & Compliance



Release Orchestration



Programmable Infrastructure



Value Stream Insights



Efficiency

Continuous Run Optimization

Propelling I&O automation, focusing on improving efficiencies, increasing speed, enabling resilience, delivering cost-efficiencies, and boosting revenue.



Intelligent Service Management



Prescriptive AIOps



Cloud Management



Cloud Cost Optimization



Data Resiliency



Cybersecurity



Experience

Total Experience Automation

Enabling personalized hire-to-retain experiences with naturalistic engagement, enhancing organizational resiliency, and driving operational efficiencies.



Experience Journeys



Organizational Insights



Self-Service Channels



Experience Accelerators

Enabling
Multiexperience



Identity Orchestration



Enterprise Discovery



Persona Driven Views



Centralized AI Engineering



Partner Ecosystem



IT as a Service (Centralized Platform Operations)

- 360-degree view across on-prem, public and private cloud
- Personalized service catalog / marketplace
- Application blueprints ready to consume
- One click provisioning, de-provisioning
- Platform uses REST API

Resiliency Orchestration Benefits

- Autonomous OPS:
 - Cost optimization
 - DR drills / SiteSwitch
- Automated DR & failover testing
- DR automation & continual drift monitoring

Build Automation

- Infrastructure as a Code
- Single click cloud native service deployment
- Lifecycle of provisioned resources
- Quota adjustment, limit of use, bi-directional tagging of deployed resources

Centralized Governance

- Users restricted to deploy in certain geo & storage type
- Autoscaling policy for deployed resources
- Role-based access control & sign-on, user access

Bottom Line: Tensai® for Provisioning will bring a public cloud-like experience to the client's on-prem environment.

Proof Point: 4x savings in the DC build timeline and a 9x reduction in downtime for a Leading US Health Insurance provider.



Data-center Build-out in

120 Days

US Based Health Insurance provider: Private Cloud Build Automation and Next Gen Cyber Security

- Private cloud build-out with IT as a Service
- 47% TCO savings
- Outcome based partnership with revenue share in savings achieved
- Automated 5,000+ VM build via web-based marketplace with zero-touch
- 98% reduction in Cycle Time for a VM (from 30 days to 2 hours)
- Decommissioning automation implemented through a UI-based marketplace

Security Automation

- App-based automated patch management as a self service
- Automation of app deployment to the Load Balancer
- Automation of firewall rule provisioning



Automated to Autonomous

- Move from test automation to autonomous testing to remove the need for human intervention during testing

Digital Testing Solution

- Testing solutions for microservices, cloud resiliency testing, AI infused apps (chat /voice bots, ML apps, and NLP systems)

ATOP (Autonomous Test Orchestration Platform)

- On-demand provisioning of environments through Infrastructure as Code (IaC)
- Environment configuration management automation
- Test environment management services
- Self service portal enablement

Quality Engineering Transformation

- Continuous testing in DevOps/agile & lifecycle automation
- Performance test modeling using production log monitoring

Bottom Line: Tensai® for Digital Assurance will bring scaled autonomous testing to the client for enhanced quality and peace of mind.

Proof Point: 40% reduction in the overall QA cycle time and 70% regression automation coverage for the Financial Services arm of a US-based Automobile Major.



50%

In-Sprint automation achieved

Financial Services arm of a US-based Automobile Major: Smart Automation Platform in Test Factories

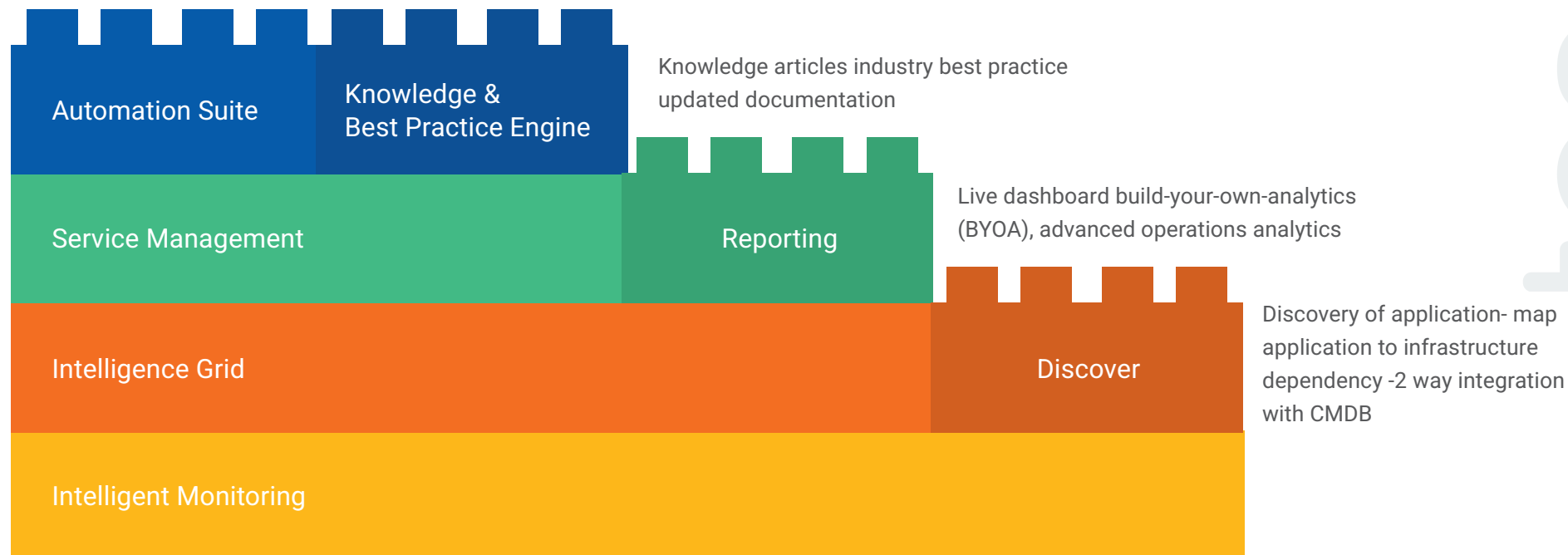
- 50% In-Sprint automation achieved and increasing 5% for every sprint
- 76% reduction in execution time across multiple channels and browsers
- 90% increase in automation coverage
- 45% reduction in script maintenance efforts
- 70% Regression automation coverage achieved across factories
- 40% reduction overall QA cycle time due to the increased automation coverage & regression automation

The automation suite brings
in the universal execution engine

Incident Management, Change
Management, Configuration Management,
CMDB, Workflow Management

Feed from all available event stream big data
platform undertake complex event processing
advance anomaly detection prevent outages

Application down to infrastructure
monitoring service mapping blueprint
based thresholding



Bottom Line: Tensai[®] for AIOps will bring predictability into clients's day-to-day operations and significantly improve the environment availability.

Proof Point: 37% OpEx savings and 72% reduction in false positives for a US Based Financial Services Company.



US Based Financial Services Company

- Established a next-gen automation factory that ensures a common automation focus across client geos and teams
- Combo pricing model based on use case complexity and successful adoption
- 21% proactive resolution and 37% opex savings achieved
- ROI Projection over a period of 3 years
 - 415%
 - Costs: \$2.5mn
 - \$13mn through contract elimination, work elimination and license cost avoidance
- Better compliance through more frequent patching



Cloud Management Operations

- Full stack intelligent monitoring & anomaly detection
- Application availability & performance monitoring
- DR & backup management
- Deployment management

Cloud Financial Spend Optimization

- Release management orchestration
- Release management governance & process standardization
- Enabling one click deployments
- Integrated functional and regression testing
- Automated approval gates

Cloud Compliance Management

- Subscription and role-based access management
- Single sign-on and multi-factor authentication
- Proactive security risk assessment and recommendations
- Compliance drifts and security information event management
- Security guardrails and policy enforcement

Bottom Line: Tensai® for Cloud will reduce cloud spend for the client and ensure security compliance.

Proof Point: 67% savings in cloud spend for a Global Health and Fitness Brand.



60%

Faster Provisioning

Global Health and Fitness Brand: Enabling Mass Migration for a Client on public cloud

- 60% faster provisioning
- 67% savings in IT operations
- 80% increase in application release velocity
- 35% reduction in planned and unplanned downtime



Self Help and Proactive Operations

- User empowerment through self-help levers
- Proactive service health insights to service desk and system owners
- Productivity management – monitor device usage patterns & output
- Proactive compliance drift management (security patches, configurations)

User Experience Journey

- Hire to retire –user life cycle management platform
- Workflow automation for device procurement, deployment, usage tracking, upgrades & disposal
- Centralized IT asset management consolidated inventory& license position

Touchless Support

- User persona driven catalogue for HW & SW ordering
- Remote device provisioning through smart lockers
- Virtual support assistant for customer onboarding and inquiries
- Flexibility with control, access from anywhere, any device (managed/ unmanaged) remote device management

Task Automation (Straight Through Process)

- Automated patching, deployment of software through virtual cognitive assistant Coco
- Preventive remediations to memory utilization, installation of printer, etc.
- Automated delivery through application packaging factory (discovery, virtualize, package, test & deploy)

Bottom Line: Tensai® for Employee Experience will bring standardized and consistent services to the client's employees with measurable improvement in their experience with IT.

Proof Point: 14% reduction in call volumes and 20% increase in customer satisfaction for a Leading Japanese Imaging and Electronics Manufacturer.



30%

TCO reduction by leveraging
automation solutions using Tensai

Leading Japanese Imaging and Electronics Manufacturer: Supporting Large Oracle ERP Implementation & Transforming User Experience Using Conversational AI

- Integrated Support model – Infrastructure, applications & service desk
- 30% TCO reduction by leveraging automation solutions using Tensai
- Automation solutions created that enabled 20% increase in FCR and 14% reduction in incoming volumes
- 47% TCO reductions by leveraging conversational AI. Plan to use social analytics to detect user dissatisfaction and initiate proactive resolutions.
- Large Oracle E-business implementation spanning over 10,000 users saved 30% opex due to consolidation, modern delivery methods & automation

Why Hexaware?



Power
Human-Machine
Collaboration With Us

Here are **Three Reasons** why you should place Hexaware on your next shortlist:

01

Outcome Based Pricing

Our pricing models are outcome-oriented and demonstrate skin in the game with guaranteed benefits from Day 1

02

Automate Everything™ Philosophy

We leverage a multitude of technologies, partnerships, and in-house solutions to enable enterprise-wide automation – even if it means cannibalizing our own revenue

03

Proven Track Record of Digital Firsts

Our innovative, consulting-led services help customers fully leverage new-to-market & new-to-enterprise innovation and technology



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