

HEXAWARE

Accelerating IT Transition with Generative AI SMEs

How a Fintech Leader Reduced SME
Dependency by 60% Using Hexaware's
RapidX™ Platform

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is a leading fintech innovator specializing in mobile payment solutions tailored for connected campuses. By seamlessly integrating dining, retail, tuition, and credentialing systems, they empower universities to create secure, cashless experiences for students, faculty, and staff. With its user-friendly mobile app and robust backend infrastructure, it streamlines campus operations while enhancing convenience and engagement—making it the trusted partner for over 1,800 higher education institutions.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client was facing a classic legacy problem—but with a modern twist. Their IT landscape was sprawling, filled with hundreds of custom-built applications developed over the years. Each app came with its own technology stack and quirks, making the ecosystem complex and hard to manage.

Worse still, the knowledge that powered these systems wasn't documented. It lived in the heads of a few key experts—tribal knowledge that wasn't easy to pass on. Without proper documentation or structured training, new team members struggled to gain the deep understanding needed to keep the systems running smoothly.

So when the client needed to transition their IT operations, they were staring down a bottleneck: how do you move forward when everything depends on a handful of people?



Solution

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We brought in our Agentic AI platform: RapidX—and its AI Subject Matter Experts (SMEs).

These weren't just static bots or repositories. They analyzed the client's entire IT portfolio, mapped out domain knowledge, and made it accessible through an intuitive "Talk to SME" interface. It was like having a virtual tech lead on-call 24/7.

The platform didn't just surface insights—it built context. It connected dots between systems, helped new teams navigate unfamiliar architectures, and actively captured undocumented tribal knowledge in a usable format.

What used to take months of shadowing and reverse engineering? Now accelerated through structured AI assistance and natural language access to in-depth technical insights.



Benefits

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While the solution is still rolling out, the client anticipates several significant benefits:



Up to 60% reduction in SME dependency.



2X faster onboarding for transition teams.



Improved knowledge management and retention across the organization.



Streamlined transition processes that no longer rely on individual memory or ad hoc walkthroughs.



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This fintech leader didn't just streamline their IT transition process—they redefined how transitions should be done.

By pairing Generative AI with domain intelligence, they removed bottlenecks, empowered teams, and set up a model that's both scalable and future-proof.

They turned chaos into clarity. And now, they're better positioned than ever to scale, adapt, and grow—with technology that works with their people, not just around them.



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate. With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com.

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