

# SymphonyAI Summit expands Hexaware's productivity boundaries by increasing automation and enhancing compliance

Hexaware streamlines workflow by revamping its internal system with SymphonyAI Summit.



*We had a lot of criteria to measure like service catalogue, service desk, incidents, IT asset management, procurement and more, and SymphonyAI Summit checked all the boxes"*



Mr. Liam McGlynn  
Global Head, Service Management,  
Hexaware Technologies

SymphonyAI Summit provides the finest solutions to organizations that help enhance their IT systems and boost productivity and effectiveness. Hexaware adopted SymphonyAI Summit's IT Operations Management solutions with the firm belief that automation would enhance compliance, reduce downtime and improve their consultants' work-life balance.

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## The challenge

- Automating processes
- Streamlining workflows
- Improving efficiencies of day-to-day activities
- Need for a larger number of trained support staff
- Enhance work happiness of their consultants so they, in turn, raise their customer service levels

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## The solution

- SymphonyAI Summit's experts stationed at the client's Chennai office to meet the deadlines and migrate all data, open and closed tickets seamlessly to the upgraded platform.
- SymphonyAI Summit versions of 4.1.4 and 5.1, that touches and digitizes all aspects of a consultant's work life. SymphonyAI Summit versions of 4.1.4 and 5.1 that featured as the client's upgraded IT platform touches and digitizes all aspects of a consultant's work life including service requests, incident management and change management – and tightly integrates IT asset management with IT service management, which is so critical to financial compliance.
- Tight integration of IT asset management with IT service management, which is so critical to financial compliance.
- Quicker ticket resolution and higher productivity gained by introducing gamification and service automation modules

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## The impact



### Significant improvements in productivity

The streamlined workflow enabled drastic improvements in the SLA and FCR performance.



### Increased employee satisfaction scores

SymphonyAI Summit's solution infused accountability with dedicated SLAs and clear visibility into who was involved in an issue resolution. For the support staff, it provided a method and structure to their work that enabled performance excellence and recognition.



### Cost-optimized asset utilization

Tighter integration with procurement and finance functions increased accountability. This enabled the client to optimize and rationalize assets through efficient allocation, project chargebacks. Resulting in significant cost savings.



### Higher revenues from end customers

SymphonyAI Summit partnered with the client to develop business with their end customers and prospects.

## About SymphonyAI Summit

SymphonyAI Summit's AI-driven platform provides enterprise-grade capabilities made easy, for the most cost-effective solution. The advanced, modular solution unifies service management, asset management, and service automation into a single, easy-to-use platform. Enterprises and service providers use Summit to dramatically reduce the cost and complexity of their IT management while improving efficiency, productivity, predictability, and control. Leading enterprises across financial services, healthcare, manufacturing, education, and many more verticals are delivering exceptional user experiences while lowering IT costs using SymphonyAI Summit. SymphonyAI Summit is a SymphonyAI business.

**Request a demo or contact us for more information:**  
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