

AI-Native Enterprise Product Support Assessment & Pilot

Entry engagement to identify, design and prove one priority technical-support scenario using Amazon Connect + AWS.

Jump Starter

\$ \$65K
combined
estimate

🕒 8-12
weeks typical

🎯 1
scenario + channel

HEXAWARE

How the entry engagement works

Two independently purchasable parts, designed to lower entry risk while creating a path to production and broader support transformation.



1. Assessment & Pilot Definition

\$25,000 | 2-4 weeks

What we do

- Assess up to 15 representative support scenarios
- Define the relevant support domain / portfolio segment
- Prioritize by value, repeatability, readiness, risk and feasibility
- Select one pilot scenario, channel and bounded product / asset scope
- Define architecture, controls, integrations and success measures

Outputs

- Prioritized scenario assessment
- Pilot resolution design and target AWS architecture
- Knowledge, diagnostic-data and integration readiness findings
- Pilot plan, value hypothesis and scale roadmap



2. Guardrailed Pilot Implementation

\$40,000 | 6-8 weeks

What we build

- Customer-specific pilot for one selected support scenario
- One interaction channel using Amazon Connect and AWS
- Configured product / asset context, knowledge and resolution logic
- Governed integration to selected tools and diagnostic evidence
- Human approval, fallback, escalation, testing and evaluation

Outputs

- Working guardrailed pilot
- Pilot evaluation and outcome findings
- Production-readiness recommendations
- Roadmap for scenario, product and channel expansion

Standard pilot scope boundaries

- 1

1 scenario + 1 channel
- 2

Bounded product / asset scope
- 3

Up to 2 systems / 6 API or tool operations
- 4

1 knowledge corpus + 1 diagnostic-evidence source
- 5

Customer or Hexaware-supported AWS environment
- 6

Enterprise-wide Connect migration excluded

Final scope, product boundaries, diagnostic evidence, deployment approach and success measures are confirmed collaboratively during assessment.

Follow-on path

📈 Production implementation → Connect modernization / migration → scenario, product & channel expansion → broader AI-native support transformation

Fees may be credited in whole or part toward a qualifying follow-on engagement.