

AI-Native Servicing Assessment & Pilot

Entry engagement to select, design and prove one priority banking or lending servicing journey on Amazon Connect + AWS.

Jump Starter

\$65K
combined estimate

8-12
weeks typical

1
journey + channel

HEXAWARE

How the entry engagement works

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



1. Assessment & Pilot Definition

\$25,000 | 2-4 weeks

What we do

- Assess up to 15 servicing journeys
- Shortlist candidates by value, risk, readiness and feasibility
- Select one pilot journey and one channel
- Define architecture, controls, integration scope and success approach

Outputs

- Pilot journey design and target AWS architecture
- 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 journey
- One interaction channel using Amazon Connect and AWS
- Up to two customer systems and six existing API operations
- Human approval, fallback, testing, evaluation and validation

Outputs

- Working pilot and evaluation findings
- Production-readiness recommendations
- Roadmap for implementation, modernization and broader transformation

Standard pilot scope boundaries

-  One journey and one channel
-  Customer or Hexaware-supported AWS environment
-  Up to two systems / six API operations
-  Enterprise-wide migration excluded

Final scope, deployment approach and success measures are confirmed collaboratively during assessment.

Follow-on path

 Production implementation → Amazon Connect modernization or migration → journey and channel expansion → managed optimization.

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