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For Immediate Release

APCHA contract finalized to build HomeTrek

Automation Project will Modernize and Transform how APCHA does Business

ASPEN, CO – After months of work vetting applicable vendors and solidifying a contract, Aspen’s City Council has approved a contract between the Aspen Pitkin County Housing Authority (APCHA) and Hexaware (Hexaware.com) to build HomeTrek. HomeTrek is an automation project that will modernize and transform how APCHA does business for years to come.

HomeTrek is more than just a database. It is a way for APCHA to join the digital information age to help dramatically improve customer experience, increase market performance, and ensure program accountability. APCHA’s current systems are mostly outdated, unautomated, and paper-based, which makes it difficult and confusing for many customers. HomeTrek will eventually give customers and decision makers 24/7 access to information and data concerning APCHA’s inventory of over 3,000 units, including real-time information about housing availability, prices, rents and affordability.

“We are excited to get to work on this cutting-edge project,” said Mike Kosdrosky, APCHA’s Executive Director. “Hexaware was selected based on their extensive experience building custom digital databases and glowing customer reviews. Even better, their solution was less expensive than their competitors.”

The work to build HomeTrek will begin in early 2020 with the goal to complete the project by end of the year. Using the scrum project management model, Hexaware will quickly move through predetermined phases to create the custom database uniquely for APCHA. Participants and the community at large will have multiple opportunities to engage in the project to ensure the result fits the needs of community.

Hexaware is the fastest growing next-generation provider of IT, BPO, and consulting services. Their digital offerings have helped clients achieve operational excellence and customer value by powering ‘Man-Machine Collaboration’. Hexaware’s 3-pronged strategy to fast-track enterprises into the digital era is ‘Automate Everything™’, ‘Cloudify Everything™’, and ‘Transform Customer Experiences™’.



Sandeep Dhar, President of Customer Experience Transformation said, “We are delighted to partner with APCHA and walk the path of digital transformation together. The system that has been envisioned will offer a simple and frictionless experience to the community and at the same time automate processes for lowering costs and speeding customer fulfillment.”

Hexaware demonstrated that they have a strong understanding and experience in delivering automation to solve complex business problems and was selected by ten representatives from the City of Aspen, Pitkin County, and APCHA to vet and score project applicants.

“Hexaware’s worldwide expertise, glowing references, and impressive capabilities set them apart from their competitors,” said Kosdrosky.

Next Steps and More About Hexaware

The first step for the HomeTrek development will kick off in January and include project design and implementation. The twelve-month project will be divided into two overall phases using multiple 3-week long business process sprints.

Using Hexaware’s development process, APCHA will frequently engage program participants and community stakeholders in finalizing the key elements of the system. APCHA will also continue to share progress updates with program users to give them the opportunity to provide customer feedback. HomeTrek will create program accountability and transparency and provide key performance measures to demonstrate the value of the housing program.

Hexaware serves customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services, Travel, Transportation and Logistics. They deliver highly evolved services in Rapid Application prototyping, development & deployment; Build, Migrate & Run Cloud solutions; Automation-based Application support; Enterprise Solutions back-office digitization; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance; Infrastructure Management Services; & Business Process Services. Hexaware services customers in over 2 dozen languages, in every major time zone and regulatory zone. Their goal is to be the 1st IT services company in the world with a 50% digital workforce.

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