

HEXAWARE

Overview

Hexaware is an IT services provider headquartered in Navi Mumbai, India. The company earned \$116 million from AMS, up 14 percent from 2019. It has close to 5,350 offshore and onshore AMS employees. The company has eight delivery centers and 48 AMS clients in the U.S. Hexaware's key value proposition is built around the strategic pillars of Automate Everything™, Cloudify Everything™ and Enhance Customer Experience™. In 2019, Hexaware acquired Mobiquity to strengthen its offerings for delivering next-generation transformation and user experience.

Strengths

Automated hands-free operations: Hexaware's proprietary AutomatON automation platform delivers automated, hands-free operations to reduce the work effort for its clients. The platform was built using open-source tools and therefore requires no upfront investment for its AMS clients. AutomatON has delivered benefits of up to 40 percent due to reduction in effort and ticket volumes.

Proprietary assets for reporting and governance: Hexaware offers a wide set of tools such as AutomatON for application automation, Hexaview for governance and reporting, Assist for Managed Services, the Coco chatbot and TransX for remote transition. The company leverages these tools and platforms to reduce required manual effort using automation, NLP and machine learning.

Partnerships with ecosystem vendors: The company has forged a series of partnerships with industry players such as MuleSoft, Microsoft, AWS, IBM, CAST, ServiceNow and others to fortify its AMS services.

Caution

Hexaware could focus on increasing its task automation and incidence elimination for the U.S.



2020 ISG Provider Lens™ Leader

Hexaware's model-led delivery and broad set of proprietary tools for different areas of application management services make the company a leader in AMS.