

RISING STAR: HEXAWARE

Overview

Hexaware supports clients through some 60 certified ServiceNow experts and has 1 of its 4 delivery centers in the U.S. as a ServiceNow CoE. The company's ServiceNow revenue has grown 10 times in the last 5 years, reaching around US\$12 million in 2020. As a ServiceNow Elite Partner, Hexaware has delivered more than 45 consulting engagements and has delivered more than 30 custom applications. Its best practice, Hyper Optimized (H2O) framework for ITSM solutions on ServiceNow, delivers the technology backbone and is the basis for heavy consolidations. It also offers a comprehensive consulting offering covering maturity assessments, process consulting and platform adoption advice as well as service transformation and governance planning.

Strengths

Structured assessment framework as a basis for consulting services: ARMOR, Hexaware's assessment framework, looks at people, processes, reporting, governance and tools that are used in an organization. ARMOR stands for Ameliorate, Reconcile, Mellow, Ontrack and Robust, indicating the consulting steps and approach. It delivers process maturity scores, gap analysis reports and recommendation roadmaps based on real-life and achievable best practices.

H2O based on ServiceNow enabling clients to plan for robust integration: H2O is Hexaware's best practice image of a service management implementation with a focus on industry best practices and standards such as ITIL®4. With configurable interfaces for quick integrations, it delivers pre-designed automation bots that allow for broad integration planning.

Strong integration approach beyond IT: H2O integrates with nearly all system and service management solutions for knowledge management, telephony integration, remote support, and IT asset management. It also provides interfaces and connectors to leading business applications such as SAP, Oracle and Coupa to deliver a comprehensive services ecosystem.

Caution

Hexaware should demonstrate its commitment to ServiceNow by automating the use of its internal processes with the platform.

Should Hexaware's Intelligent Process Automation Services (HIPAS™) realize the ServiceNow capabilities and lead to the H2O integration landscape, the company should communicate this enterprise-wide approach to become a leader in this quadrant. Use cases where HIPAS™ was leading to H2O solution blueprints will help the company in this regard.



2021 ISG Provider Lens™ Rising Star

Hexaware is ready to help clients that want to master a complex and heterogeneous environment while transforming.