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, it has delivered more than 75 implementation engagements. H2O, Hexaware's Hyper Optimized best practice framework for ITSM solutions on ServiceNow, delivers the technology backbone and the basis for heavy consolidations. Hexaware also provides a comprehensive consulting offering to help clients achieve robust ServiceNow implementations.

Strengths

Broad and flexible set of engagement models servicing ServiceNow solutions: Scalable, flexible and clearly defined service components plus service-level agreements (SLAs) allow clients to absorb services in different sourcing models. The range of sourcing models starts with a staff augmentation model based on a time and material commercial model and ranges up to a full managed services model with complete ownership taken by Hexaware. Pricing for the managed services model is outcome based with a year-over-year productivity increase.

Strong automation philosophy to continuously increase delivery quality: Hexaware's approach is to "Automate and Cloudify Everything™". By leveraging a multitude of technologies, partnerships and in-house solutions, the company aims to enable enterprise-wide automation and cloudification to deliver against SLAs that are linked to business outcomes.

Broad range of service offerings allow for bespoke delivery model: Hexaware is offering a pre-packaged bundle as part of the extended ServiceNow AMS services. It includes development hours/developer per year, ServiceNow platform upgrade activity annually, annual/biannual ServiceNow roadmap workshop with Hexaware Solution architects, and annual ServiceNow technical implementation review by Hexaware Solution architects. Clients are always at the current version, and new functionality is being implemented as per their demand.

Caution

Clients are seeking enterprise-wide service automation and management even for business processes. Hexaware should thus demonstrate service delivery capabilities beyond IT in conjunction with ServiceNow.

Hexaware's integration capabilities should become a cornerstone of the go-to-market strategy for delivering managed services. As clients realize more often that ServiceNow can automate nearly every enterprise process, the integration and related management capabilities especially with backend systems are becoming a differentiator. Hexaware should assess how to expand the managed services offering beyond IT.

2021 ISG Provider Lens™ Leader

Hexaware offers a broad range of ServiceNow engagement models together with strong services beyond IT, making it an ideal partner for complex enterprise solutions.

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