RISING STAR: HEXAWARE

Overview

Hexaware has a digitally empowered workforce of more than 19,000 employees and functions on the philosophy of customer success, first and always. The company reported a global revenue of $677.7 million in 2018. Hexaware's digital offerings have helped clients achieve operational excellence and customer satisfaction. The organization is focused on taking a leadership position in helping clients attain customer intimacy as the means for obtaining a competitive advantage. Hexaware offers Automate Everything™ and Cloudify Everything™ to transform customer experiences.

Strengths

AI Led monitoring and management for Hybrid-IT workload: Hexaware's RAISE IT™ framework has a powerful monitoring module under Autonomous IT operations. This system monitors all devices in the organization; customers do not p need to switch between multiple tools for everyday monitoring activities. The system also uses system telemetry, in addition to alerts, for early detection of anomalies which could eventually become serious incidents.

Hexaware autonomous IT operation: Hexaware's next-generation intuitive orchestration and autonomous-led intelligent IT operation platform provides customers with a deep business view, out-of-the box ready playbooks and end-to-end automation. The convergence of conversational AI and data modeling patterns has made it possible to automate L1 to L1.5 tasks, that were traditionally entrusted to individual small and medium enterprises (SMEs), by tapping into the judgment insights that lie within the data itself.

Caution

Hexaware needs to expand its customer base across verticals in the U.K.

Hexaware needs to invest in R&D and customer experience studio in the area of hybrid IT to target large customers.

2020 ISG Provider Lens™ Rising Star

Hexaware offers comprehensive support for the hybrid cloud journey of its customers, thus ensuring seamless availability of systems across public/private cloud. The organization has witnessed exponential growth in the hybrid IT and multi-cloud segment to drive the digital transformation journey of its U.K.-based customers.

On the cloud adoption side, Hexaware has developed an-end-to-end framework called Amaze™ and as part of that Amaze™ for Applications is an automated cloud re-platforming solution for migrating the legacy applications to the cloud, ensuring accelerated mass migrations at a much lower cost.

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