

HEXAWARE

Overview

Hexaware is a fast-growing automation-led service provider delivering IT, business process outsourcing and consulting services. It offers IT infrastructure transformation services for enterprises with a high focus on efficiency. The company has industry veterans as part its leadership to support these services. In the infrastructure services business, Hexaware has strong presence in the banking, financial services and insurance market, followed by business services and consumer packed goods industries.

Strengths

Customer satisfaction driven: Hexaware has a unique strategy of acquiring new clients, targeting only a few enterprises from specific industries each year. This enables the company to focus on improving client satisfaction by delivering services beyond agreed SLAs and expectations. Hexaware delivers value to the IT organizations of its clients and improves business outcomes in true business-aligned IT services. This strategy has led to a higher client retention rate and getting additional business from them over the years.

Automation focused: Hexaware is focused on maximizing automation and follows concepts such as automate everything, cloudify everything and transform the customer experience. The company has been cannibalizing its own business by automating low-level tasks and eliminating L1 and L1.5 FTEs. This has a direct impact on its revenues but generates high-quality outputs with greater efficiency for clients. Hexaware also passes on the benefits of automation to its clients, which again affects revenue. It has developed a framework called Amaze™ for Applications for automated re-platforming of workloads to migrate legacy applications on cloud, ensuring accelerated mass migrations at a much lower cost.

AI-based managed service: Hexaware offers a unified end-to-end IT operations automation framework called RAISE IT™ (run automated informed secured enterprise IT) for managing complex IT landscapes. As part of RAISE IT™, Hexaware offers an AIOps platform called Manage IT, which takes in feeds from multiple event streams that involve complex event processing and uses pattern recognition and ML to identify any anomalies. The company also leverages AI to decide whether it needs to raise an incident or a low-priority alert. Its managed IT module is a highly modular solution that provides a single real-time unified view on the entire IT infrastructure landscape and helps manage, track and respond to incidents in real time, providing actionable analytics on such events.

 **ISG** Provider Lens™

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Caution

Hexaware's scale of infrastructure services in the U.S. is smaller compared to its competitors. However, the company has been gaining repeat business from existing clients and is bringing in more revenue from its other business streams.



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Hexaware has been steadily growing its infrastructure services business with its customer delight strategy, which has resulted in additional business and high client retention rate. Clients seeking a high flexible provider with strong delivery capabilities can consider Hexaware for their infrastructure requirements.

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