



Press Release

Everest Group PEAK Matrix™ recognizes Hexaware as ‘Major Contender’ in Business Process Services

Mumbai, 12 September 2017: Hexaware Technologies Ltd, the fastest growing automation-led, next-generation provider of IT, BPO and consulting services, announced today that it has been recently recognized as a 'Major Contender' in Everest Group's released report titled 'Business Process Services Delivery Automation (BPSDA) - Service Provider Landscape with PEAK Matrix™ Assessment 2017'.

Everest Group's report evaluated the capabilities of 18 leading broad-based BPS providers on the Everest Group PEAK Matrix and classified them into Leaders, Major Contenders, and Aspirants.

"We are proud to be recognized as a ‘Major Contender’ in Everest Group's prestigious report" **said Chinmoy Banerjee, Global Head, BPS, Hexaware Technologies Ltd.** "Hexaware is focused on helping world markets mature in the way they conduct businesses and thrive in a consumer centric world. There is paradigm shift in measuring the business performance from SLAs to business outcomes driven KPIs, with help of underlying best in class delivery along with automation."

"With a go-to-market strategy that is centered on automation with flexibility built into its engagement models, Hexaware is making excellent progress in RPA. Its offerings include Digital Managed Services (DMS), DMS Lite (configuration and support only), Center of Excellence (CoE), and value-add features, such as RoboBank, a reusable bot repository, provided on top of third-party software. The Service Delivery Automation (SDA) in BPS train has left the station, and Hexaware has made sure that it is on-board," said **Sarah Burnett, Vice President, Service Optimization Technologies research program, at Everest Group.**

To learn more about Hexaware's BPS services, please visit:

<http://hexaware.com/services/business-process-services/>

About Hexaware

Hexaware is a fast growing IT, BPO and Consulting Company. Our focus is to help customers Shrink IT to eliminate costs and improve delivery of commodity IT, using automation and technology. Transforming customer experience is at the heart of our Grow Digital strategy. We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Travel, Transportation and Logistics. We deliver highly differentiated services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce. Learn more about Hexaware at <http://www.hexaware.com>.



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Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.

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