



Press Release

## Hexaware Ranks No. 1 Among the Top Service Providers in Overall Customer Satisfaction in Whitelane's IT Sourcing Study

- *Hexaware achieves the highest level of satisfaction in the IT Services industry, scoring 78% in Service Provider satisfaction; also ranks number one in renewal intentions.*
- *Hexaware ranks number one in KPIs across service delivery quality, cloud capability and account management quality; and stands on number two position in business understanding, innovation and proactivity.*
- *The company ranks number one in Service Provider satisfaction in IT domain under application development, maintenance, testing services and SaaS in the UK.*

**Mumbai, 18 June 2019:** Hexaware Technologies Limited, a leading global provider of Application, Infrastructure, BPS and Digital services announced that it achieved the number one ranking in overall customer satisfaction, in the 2019 UK IT Sourcing Study conducted by Whitelane Research.

In this annual study, over 240 participants of the top IT spending organisations in the United Kingdom evaluated over 760 unique IT sourcing relationships. 30 IT service providers have been evaluated and ranked based on the opinion of their clients. Having at least 8 client evaluations for general satisfaction and at least 7 client evaluations for application, infrastructure, telecom and end-user rankings was a mandate to be considered for this inclusion.

Hexaware received an overall customer satisfaction score of 78% and is placed on the first position. Hexaware has the most satisfied customers in application development, maintenance, testing and SaaS, and has been rated in first place in the category, against traditional service providers.

The company is positioned well above industry average on several Key Performance Indices (KPI), as per the study. It holds the top spot for various KPIs like service delivery quality, cloud capability and account management quality and holds the second spot in business understanding, innovation and proactivity. Apart from these, the company shows satisfactory results in the areas of price levels, contractual flexibility, and transformation quality.

The company's ability to offer new innovative technologies and services fetched it a high score of 73% (the highest being 79%) from an innovation standpoint. From a contractual flexibility perspective, Hexaware ranked third, with a customer satisfaction score of 83%.

"We are extremely grateful to our UK customers who have placed the highest level of trust and satisfaction in our service offerings", said **Amrinder Singh- Senior Vice President Europe Operations, Hexaware Technologies**. He further added, "Our top ranking for customer satisfaction is attributed to our 'Executive



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Attention' to each of our customer engagement, ability to provide large scale transformational solutions, supported by our unique digital and innovation capabilities.”

Hexaware has a strong UK presence with its offices in UK, Germany, Netherlands and Romania. The company's local presence has helped it serve top-notch customers across these regions.

The IT Sourcing Study 2019 UK is a part of Whitelane's annual extensive study on IT sourcing and IT service providers' performance in the United Kingdom. Whitelane research is an independent organisation uniquely focused on and dedicated to (out) sourcing research and events. The study positions key IT service providers based on varied key performance indicators and is considered one of the most representative and reliable reports on the outsourcing market.

### **About Hexaware**

Hexaware is a fast growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'powering man machine collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.'

We serve customers in banking, financial services, capital markets, healthcare, insurance, manufacturing, retail, education, telecom, professional services (tax, audit, accounting and legal), travel, transportation and logistics. We deliver highly evolved 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 and analytics; digital assurance (testing); infrastructure management services and business process services. Hexaware services customers around the world in over two dozen languages. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

Learn more about Hexaware at [www.hexaware.com](http://www.hexaware.com)

### **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



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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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