



Press Release

Hexaware scores a hat-trick with Whitelane's IT Sourcing Study Among the Top Service Providers

- **Hexaware ranks number one** in KPIs across cloud capability, account management quality, business understanding, and contractual flexibility; and stands on number two position in service delivery quality, price level, and innovation
- Hexaware achieves the second highest level of satisfaction in the IT Services industry, scoring 79% in Service Provider satisfaction
- The company ranks number two in Service Provider satisfaction in IT domain under application development, maintenance, and testing services

Mumbai, June 25, 2020 – Hexaware Technologies Limited, a leading global provider of Application, Infrastructure, BPS and Digital services announced that it ranked number two in overall customer satisfaction, in the 2020 UK IT Sourcing Study conducted by Whitelane Research.

In this annual study, over 250 participants of the top IT spending organisations in the United Kingdom evaluated over 550 unique IT sourcing relationships. 29 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 79% and is placed on the second position. Hexaware has satisfied customers in application development, maintenance, testing, and has been rated in the second 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 cloud capability, account management quality, business understanding, and contractual flexibility and holds the second spot in service delivery quality, price level, and innovation. Apart from these, the company shows satisfactory results in the areas of proactivity and transformation quality. The company's ability of understanding business requirements fetched it the highest score of 80%. From a contractual flexibility and account management quality perspective, Hexaware ranked first, with a customer satisfaction score of 84% and for cloud capability, Hexaware scored 85%.

"We are yet again grateful to our customers in the UK who have for the fourth year running, placed the highest level of confidence, trust and satisfaction in our services to them." said **Amrinder Singh- Senior Vice President Europe Operations, Hexaware Technologies**. "We are very proud of being rated amongst the Top 2 UK service providers for 4 years running. Our top ranking is proof of our relentless focus on each of our customer engagements and our ability to provide truly transformational solutions for the digital world."



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

The IT Sourcing Study 2020 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 to be one of the most representative and reliable reports on the outsourcing market.

About Hexaware:

Hexaware is the fastest 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, Hi-Tech & 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 & 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>.

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.



For more information contact:

Sreedatri Chatterjee

Hexaware Technologies Limited

Tel: +91 900 426 3405

E-mail: sreedatric@hexaware.com

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