HEXAWARE

Overview

Hexaware provides application development and management services for each module and technical area in SAP ERP. Hexaware also provides hybrid cloud application managed services to deliver cloud management and transition to stabilize cloud platform applications. The provider's system maintenance and support services offering covers infrastructure, SAP Basis, application management, integration and testing services. With Hexaware's automated monitoring framework, the provider delivers usage-based capacity consumption for IaaS implementation and the testing and support cycle, delivering significant reduction in consumption. Hexaware has more than 24 percent of SAP Managed Services revenue in the U.K. The provider has 13 clients supported across L1, L2, L3 levels in the region.

Strengths

Tooling for managed services: Hexaware invests in and leverages a strong set of proprietary tools along with SAP's standard set of tools for SAP application managed services. Some of its tools include OPTIMIZE, which is helps automate archiving process and is an integrated and customizable retention management tool, and WATCH, which provides insights for testing and data management. The tools predict data growth and simulate the data requirements for non-production migrations.

Automation use to manage incidents and service requests: Hexaware facilitates real-time data for its customers' field agents by using chatbots, AI and ML. Hexaware has deployed automation for user creation, account management, monitoring, testing and release management. For some incidents, the provider has eliminated the need for human intervention by using automation, thereby reducing the manpower required for managed services.

Availability of flexible pricing options: Hexaware provides outcome-based pricing for 25 to 30 percent of its SAP application managed clients. The provider also facilitates outcome-based pricing for SAP migration, conversion and cloudification. Hexaware delivers business driven, outcome-based cloud migration to deliver future-state architecture that is aligned with the client's business solutions with minimized risks. They provide flexible deployment pricing models for cost optimization.

Caution

Hexaware could increase its SAP HANA certified FTE base in the U.K. to expand its local expertise and gain more clients.

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Hexaware's SAP migration framework and delivery methodology, plus its use of automation and offer of outcome-based pricing, enables the company to provide realizable benefits to its clients.

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