

Hexaware

With more than 3,500 employees serving clients in multiple geographies, Hexaware is an emerging player in this space. Leveraging synergies from its Mobiquity acquisition and partnership ecosystem, the firm has been actively showcasing its capabilities and implementing design thinking in its deployments to transform the customer experience. Its five innovation centers that are spread across multiple geographies are also focused on solving specific client issues through the integration of design thinking capabilities with advanced technologies such as analytics, AI and app development. Domain expertise and automation are other key differentiators, empowering agents with information to bring empathetic conversations. Hexaware also has a team of multiple analytics experts and automation advisors who have been instrumental in developing custom solutions for several verticals. Its automation-first approach, flexible pricing model, passionate leadership coupled with fast market growth have not only helped clients reduce costs but have also created newer revenue streams with tangible business outcomes.

