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TOP 10

Employee Experience Services 2020



Provider with strong history and depth in HR services, now pushing into the experience arena



INNOVATION CAPABILITY

- #10 – Thought Leadership
- #8 – Strategy and vision
- #9 – Internal IP and innovative solution combinations
- #10 – Ability to deliver transformation



ABILITY TO EXECUTE

- #10 – Capabilities
- #10 – Depth and breadth
- #7 – Methodology and approach
- #10 – Scale
- #10 - Growth

- **Digital engagement acquisition:** In 2019, Hexaware acquired digital engagement provider Mobiquity, strengthening its customer experience transformation offerings and enabling stronger and more innovative solutions. These benefits extend to employee experience applications, designed with an experience-first mindset to help the employee connect anytime, anywhere, and on any device. Hexaware has some compelling real-world examples of leveraging Mobiquity resources but needs to continue demonstrating the full potential of this acquisition for augmenting its employee experience services.
- **High client satisfaction scores for flexibility, adaptability, and accommodation:** All client references gave high marks for Hexaware’s flexibility and adaptability. References specifically noted Hexaware’s ability to scale up and down to meet expectations, their willingness to make shifts in the business relationship for mutual benefit, and their ability to customize solutions as needs arise

HFS Research

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VOICE OF THE CUSTOMER

#3