HEXAWARE

Overview

Hexaware reported revenue of US$793.3 million in 2019 (US$600 million in the Americas) with more than 19,000 employees in 33 global locations, including nine U.S. delivery centers in Virginia, New Jersey and Georgia. It is one of the fastest-growing automation-focused service providers, delivering IT, BPO and consulting services. Its value proposition is to Automate Everything™, Cloudify Everything™, and Transform Customer Experiences™ to propel enterprise clients into the digital era. Hexaware offers application transformation management services through its Modern Delivery platform, helping enterprises achieve hyperproductivity by delivering the right features in rapid succession.

Strengths

Higher investment and focus on automation and digitization: Hexaware has made huge investments in creating an automation-led practice via its strategic corporate pillars, Automate Everything™, Cloudify Everything™ and Transform Customer Experience™. It leverages its NextGen framework and Hexaware Assist, an end-to-end managed service platform that complies with industry standard processes including ISO, ITIL, CoBIT and SAFe®. The company has an advanced Agile practice with DevOps automation, testing and quality assurance. It developed a framework called Amaze™ for Applications that migrates legacy applications to the cloud, ensuring an accelerated mass migration at a much lower cost.

Modern delivery ecosystem: Hexaware's Modern Delivery ecosystem enables the company to deliver on its corporate value propositions of "Automate Everything™", "Cloudify Everything™" and "Transform Customer Experiences™" and equip its team to deliver high-quality digital transformation. This ecosystem strategically integrates disconnected elements such as agile development and testing, BizDevOps and CI/CD pipelines, automation, cloud-native architecture and OCM while driving collaboration with frictionless security for remote working.

Supporting proprietary solutions for PLS: Hexaware offers the Digital Collaboration Platform, a single, secure integrated platform for team collaboration, DevOps, service management, PLC operations, quality gate review and other team activities. Hexaview, an integrated governance and reporting tool for enterprises, integrates with existing tools in the landscape to provide a common place for all reporting needs. Digital Product Manager is an NLP-based tool that can be easily integrated with any end-user application, allowing users to provide instantaneous feedback to the product manager. Friction Report is a sentiment analysis and product research AI tool for identifying customer pain points.

HEXAWARE

Caution

Hexaware is continuing to innovate its existing offering through growing investments in R&D projects and its partner ecosystem. At the same time, it should consider an acquisition expansion strategy to compete with other major players and move further up in the leader's quadrant.

2020 ISG Provider Lens™ Leader

Hexaware is steadily growing and improvising its digital transformation capabilities and offerings, while also adding to its capacity to deliver end-to-end digital PLS.