

## RISING STAR: HEXAWARE

### Overview

Hexaware has built its digital workplace story around four pillars: connect, analyze, automate, and innovate. Hexaware provides a platform-based services delivery to enhance user experience and drive automation.

### Strengths

**Strong focus on end-user experience:** The engineering on its workplace platform centers on trouble-free infrastructure and performing applications. Key considerations in any service design are “user first,” “personalized experience,” and “consumerization.” Hexaware is proactive with clients in positioning SLAs that are related to business outcomes.

**Innovative, extensive support service:** Users can access dashboards on their systems with a single window view, reset their passwords without the need of IT support and access a chatbot via voice recognition through a variety of channels.

**Proactive issue resolution:** The company is widely deploying predictive analysis to resolve issues before users realize that they have a problem.

### Caution

Hexaware could strengthen its portfolio and positioning on business-relevant application distribution. The company lags its competitors on increasing employee productivity by delivering the right application at the right time to the right user.



## 2020 ISG Provider Lens™ Rising Star

Hexaware provides an innovative workplace services offering to the UK market with extensive user support services.