RISING STAR: HEXAWARE

Overview

Hexaware provides comprehensive digital workplace services that cover service desk, deskside support, workplace mobility, messaging collaboration, workplace security and employee experience management services. The company manages 22,500 users in the mid-market segment, with a 22 percent client growth rate over the last three years.

Strengths

U.S. scale: Hexaware generates around 59 percent of its digital workplace services revenue from the U.S., supporting 56 percent of its total clients from the region. It provides service desk services from Atlanta; Herndon, Virginia; New Jersey; and Chicago. It partners with Barrister, DecisionOne and WZC for onsite support.

Digital Resolver: Hexaware follows an automation first approach that handles the shift to AI/ML-led service automation in a very flexible manner. Through its Digital Resolver concept, it commits contractually to a percentage of incidents being resolved through automation. It also offers innovative commercial models that are outcome-driven with greater flexibility as per client requirements. Hexaware's differentiation lies in allowing clients to retain their existing technology investments in technologies while simultaneously claiming responsibility for identifying and delivering on automation opportunities. The company reports 34 percent ticket resolution through automation and 13 percent through enabling user self-help.

Mobiquity and XMF: Hexaware offers its own XLA approach with Experience Measurement Framework (XMF), which covers many Key Experience Indicators (KEIs) including inputs received directly from employees and through digital channels. It can measure employee experience across many channels and tools. Hexaware also leverages its acquisition of Mobiquity to provide experience-centric design consulting and strategy services.

Caution

Although Hexaware reports strong growth in the midmarket segment over the last three years, its revenue from the segment is lower than compared to other leaders in this category. Mid-market clients engaging with Hexaware must leverage its Digital Resolver capability that has strong client centricity.

Hexaware offers a strong XLA KPI approach which can be further enhanced to include elements of employee working style as remote working becomes commonplace in the post pandemic world.

2020 ISG Provider Lens™ Rising Star

Hexaware offers a flexible approach to engaging with clients using its strong automation and experience-centric capabilities.

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