

HEXAWARE

Overview

Hexaware is a global service provider delivering automation-led IT services, business process outsourcing and consulting services. The company leverages its Amaze™ suite, which contains automation tools and platforms for delivering public cloud managed services. In the U.S., Hexaware is strongly focused on the banking, financial services and insurance, healthcare and pharmaceutical sectors.

Strengths

Comprehensive managed services: Hexaware leverages its Cloud Operate division through its Amaze for Manage™ platform to manage hybrid and multi-cloud environments in a cost-effective and secure manner. This platform seamlessly integrates with existing infrastructure, helps optimize it, and offers management of traditional infrastructure services, automation-enabled self-service, security, financial management, and multi-cloud operations. The platform also leverages AI and ML technologies to provide predictive analysis and recommendations to resolve incidents with lower MTTR.

IaC focused management: As a part of its DevOps approach for managing cloud infrastructure, Hexaware uses infrastructure as code by default and leverages its over 200 templates (CloudFormation, ARM and Terraform) to automate the provisioning of infrastructure and enable clients to develop, deploy, and scale resources in multi-cloud environments. Hexaware can handle large workloads with very few resources because of its high levels of automation and cloud reliability. Clients benefit by having an automated process for cloud infrastructure management.

Outcome-based pricing structure: One out of every three cloud engagements of Hexaware are charged based on the outcome defined at the start of the engagement, which often provides cost savings to the customer. Hexaware has managed to deliver significant cost efficiencies to its enterprise clients through its cloud financial management module, where it charges the client based on the percentage of cost savings it manages to achieve for them.

Caution

Although Hexaware has recently been recognized as a Microsoft Azure Expert MSP, it still needs to acquire MSP certification from AWS and GCP. The company mentioned that it they are in process of receiving an MSP certification from AWS.



2020 ISG Provider Lens™ Leader

Hexaware is an ideal partner for enterprises that are looking for a flexible, zealous managed services provider that goes above and beyond to offer customer delight.