



Press Release

Hexaware ranks No 3 for Overall Customer Satisfaction - Whitelane Research IT Sourcing Study, Europe, 2020/2021

Mumbai, May 31, 2021 - Hexaware, the fastest growing next-generation provider of IT, BPO, and Consulting services, today announced that it has been ranked 3rd for overall customer satisfaction in the IT Sourcing Study, 2020/2021 by Whitelane Research, a leading independent organization uniquely focused on IT Outsourcing studies on trends and satisfaction across Europe.

In the latest 2020/2021 study, close to 1700 participants of the top IT spending organisations in Europe have evaluated over 4050 unique IT sourcing relationships and more than 3500 cloud sourcing relationships. In addition, 30 IT/Cloud service providers have been assessed and ranked based on the opinion of their clients. Each service provider needs to have at least 25 client evaluations for general satisfaction and at least 15 client evaluations for respective IT areas. The research findings are solely based on the data received in the market study from the respondents surveyed.

The study highlighted the following impressive results for Hexaware.

- Ranked #1 for Account Management Quality
- Ranked #2 for:
 - General Satisfaction in the United Kingdom
 - Proactivity
 - Price Level
 - Contractual Flexibility
- Ranked #3 for:
 - Service Delivery Quality
 - General Satisfaction by Industry in Financial Services
 - Satisfaction by IT domain in Application Development, Maintenance, and Testing

Sharing more perspective on the growth story, **Amrinder Singh, Executive Vice President – Europe, Hexaware**, states, “We are pleased that we have made it to the top 3 this year for customer satisfaction, an integral part of our journey towards walking the extra mile for our clients. We thank our customers for their trust and as ever, we are focused on transforming customer experiences with our core digital enablement and cloud services expertise driven by human machine collaboration.”

[Whitelane Research](#) is an independent organisation uniquely focused on and dedicated to (out) sourcing research and events. The study positions key IT service providers based on varied key performance indicators and is considered one of the most representative and reliable reports on the outsourcing market.



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About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'AUTOMATE EVERYTHING[®], CLOUDIFY EVERYTHING[®], TRANSFORM CUSTOMER EXPERIENCES[®].' We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Hi-Tech & Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run Cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce. Learn more about Hexaware at <http://www.hexaware.com>

Safe Harbor Statement:

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.

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