

## HEXAWARE TECHNOLOGIES

### Overview

Hexaware is a global IT services provider delivering infrastructure managed services and consulting services to its enterprise clients. The company has been identified as a leader for the second year in a row in this space. Hexaware has strong presence in the banking, financial services and insurance sector, followed by the business services and healthcare verticals.

### Strengths

**Automation-driven engagements:** Hexaware has a significant talent pool of engineers certified in automation tools. In almost all engagements, this team is leveraged to increase efficiency and effectiveness through automation and process alignment. Hexaware has showcased case studies where it has delivered more than 35 percent cost savings to its clients.

**Business-driven SLAs:** Hexaware proposes SLAs aligned toward business objectives, rather than traditional IT-driven SLAs. The consultants and engineers involved in these engagements follow the same approach and leverage their expertise to deliver customer value and meet the needs of the business. The KPIs, SLAs and SLOs are aligned to the vision of the client's business, which helps the client reach its goals more quickly, resulting in better outcomes and enhanced user experience.

**Strong modernization capabilities:** Hexaware has significant experience in cloud migration and modernizing traditional infrastructure and legacy workloads. It has helped several clients decompose monolith elements to microservices and containerize them to enhance the usability and scalability of applications. Hexaware also leverages the 12-Factor App methodology for writing new application code on cloud environments.

### Caution

When compared to its peers, Hexaware has less experience in SDDC implementations. The company needs to inform its clients about the benefits of a SDDC, such as elimination of hardware dependency and simplification of data center management.



## 2021 ISG Provider Lens™ Leader

Hexaware has strong capabilities in providing managed services for on-premise as well as hybrid cloud infrastructure, and has helped several clients that have a roadmap for a multi-cloud approach. The company has a strong loyal client base for its infrastructure managed services, as its focus on automation and operational efficiency has resulted in driving better customer experience and lowering costs for its clients.