

## HEXAWARE

### Overview

Hexaware supports clients through some 60 certified ServiceNow experts and has 1 of its 4 delivery centers in the U.S. as a ServiceNow CoE. The company's ServiceNow revenue has grown 10 times in the last 5 years, reaching around US\$12 million in 2020. As a ServiceNow Elite partner, it has delivered more than 75 implementation engagements. H2O, Hexaware's Hyper Optimized best practice framework for ITSM solutions on ServiceNow, delivers the technology backbone and the basis for heavy consolidations. Hexaware also provides a comprehensive consulting offering to help clients achieve robust ServiceNow implementations.

### Strengths

**H2O to accelerate the implementation of ServiceNow:** This offering has a scalable and configurable set of features that deliver a best practice image to jump start implementations. With integrated process frameworks for incident management (IM), problem management (PM), change management (CM), knowledge management (KM), and configuration management data base (CMDB), clients can focus on business-oriented services.

**Strong integration capabilities across the board:** Delivering a comprehensive management system requires integrating ServiceNow with legacy application and other best-of-breed software. H2O offers front-end integration for other ITSM solutions (such as BMC Software) an asset management solution for software and infrastructure (or remote support systems) and back-end integration with ERP systems, AI solutions and business applications.

**Broad range of custom applications allows for rapid implementations:** Hexaware's pre-built custom applications across all major enterprise-wide services allow for a bespoke implementation with many functionalities off-the-(Hexaware)-shelf. Based on the Technology Partnership Program of ServiceNow, the company is developing product extensions and is focusing on custom development to ensure short implementation cycles.

### Caution

Hexaware should demonstrate capabilities beyond IT automation as clients are seeking enterprise-wide service automation even for business processes.

Hexaware's integration capabilities should become a cornerstone of the go-to-market strategy for implementation services. As clients realize more often that ServiceNow can automate nearly every enterprise process, the integration especially with backend systems is becoming a differentiator.



## 2021 ISG Provider Lens™ Leader

Hexaware offers a broad range of ServiceNow extensions and has a strong integration platform, making it an ideal partner for heterogenous implementations.