

## RISING STAR: HEXAWARE

### Overview

Hexaware offers a full suite of O2C services that include order management and billing, customer setup, receipt entries, cash register reconciliations, cash application, deductions management, collections and credit analysis. It has around 370 FTEs, providing support in 17 global languages and from 10 delivery centers.

### Strengths

**Communication model and technology:** Hexaware has added a fresh approach to the O2C function in F&A. It has created a virtual relationship management model where the SSC (shared services center) team has a single point of contact to manage suppliers, generate new revenue through a 360-degree relationship and help optimize working capital for its clients. In addition, it has deployed machine learning solutions around collections predictability, cash application, deductions management, demand and inventory management.

**Automation-as-a-Service:** The firm delivers digital business process transformation through its proprietary solution, Tensai™. It leverages a range of new-age technologies from RPA to Intelligent Automation technologies such as cognitive OCR, machine learning, NLP, speech recognition and image analytics across the O2C value chain.

**Established Partner Network:** Hexaware has collaborated with Esker to strengthen its digital managed services and will serve as an implementation partner of its O2C solution suite. It also has partnership with other key platform providers such as HighRadius, Basware and Taulia as strategic partners.

### Caution

Even though Hexaware has leveraged the advantage of arbitrage through its offshore and nearshore presence, it should look at strengthening its onshore delivery locations.



## 2021 ISG Provider Lens™ Rising Star

Hexaware's intelligent automation capabilities supported by its strategy of Automate Everything™ and Cloudify Everything™, along with the right framework and methodologies make it one among the preferred service providers in the market.