

HEXAWARE

Overview

Headquartered in Mumbai, India, Hexaware provides managed digital workplace services through its productivity and support enablement services. It generates 30 percent of its managed services revenue from the U.S. midmarket. It provides workplace support services through service desk services from Atlanta, Herndon, New Jersey and Chicago in the U.S. plus offshore locations in India and nearshore locations in Mexico.

Strengths

Midmarket specific offerings: Hexaware focuses on user experience with nearshore experience hubs, user-facing customized portals, automated office and on-site support. It offers cloud-ready flexible service offerings and managed services with a cloud consumption model. Its platform-driven service approach offers automated assessment, migration and support for Office 365, AVD and virtual assist bots. In addition, it offers strong focus on measurable XLAs.

Digital Resolver concept: Hexaware follows an automation-first approach to manage the shift to AI and machine learning-led service automation in a flexible manner. Through its Digital Resolver concept, it commits contractually to a percentage of incidents being resolved through automation. It also offers innovative commercial models that are outcome-driven with greater flexibility to satisfy client requirements. The company reports 35 percent ticket resolution through automation and 14 percent through enabling user self-help.

Additional tools and IPs: Hexaware offers additional tools for user self-support such as ART for account recovery and password reset, DOCK IT for incident management and device health status, and COCO, a virtual agent available for Microsoft Appstore.

Caution

Hexaware still needs to enhance its brand value in the U.S. midmarket for standalone managed digital workplace services.



2021 ISG Provider Lens™ Leader

Hexaware offers strong mid-market focused services portfolio, along with strong automation, frameworks and IPs for the U.S. clients.