

## HEXAWARE

### Overview

Headquartered in Mumbai, India, Hexaware offers managed employee experience as part of its digital workplace services. It offers managed employee experience for 20 percent of its clients, although approximately 90 percent of its clients are engaged through XLAs related to automation.

### Strengths

**Service portfolio:** Hexaware’s portfolio includes experience-centric consulting, transformation framework, XLA measurements and its accelerators. It leverages its “anywhere” employee orbit platform to define the entire employment lifecycle, from before being hired to separation, and offers services at each stage to enhance experience. Its employee experience-focused services include an employee-friendly service portal, advanced tools enablement, service packaging, XaaS-enabled service catalog and automated request provisioning.

**Experience accelerators and XMF:** Hexaware leverages both direct and indirect experience measurement methods that involve employee survey, speech and sentiment analysis. Its experience measurement framework (XMF) measures experience via multiple methods such as key experience indicators, employee surveys and automated data collection across employee interaction points. Hexaware also leverages experience accelerator solutions across various domains such as communication, collaboration, support, productivity, device management, social interaction and automation.

**Strong use case examples:** Hexaware showcases strong examples of helping its U.S. clients with employee experience services covering diverse areas such as enhanced productivity, increased employee happiness scores, process improvements and collaboration. It also offers COCO, a virtual agent available from Microsoft AppStore, which provides solutions such as productivity calculator and integration with other enterprise apps.

### Caution

Hexaware can further enhance its capabilities to include elements of employee reskilling, upskilling and enhancing digital dexterity.



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Hexaware offers comprehensive managed employee experience services powered by analytics, measurement and framework with strong success stories.