

## HEXAWARE

### Overview

Hexaware is a global IT services company headquartered in Navi Mumbai, India. It has offices across three major locations in the U.S. for delivering public cloud managed services and has about 1,000 cloud professionals to support its managed cloud services business. It serves around 40 clients in the U.S. primarily from the financial services vertical, followed by healthcare, business services and manufacturing industries. The company holds MSP accreditation from Microsoft Azure.

### Strengths

**Business value led deals:** Hexaware is taking a business outcome-based approach to offer cloud managed services to clients. It not only provides IT services but also helps solve clients' business problems. It also offers differentiated pricing models such as outcome based, SLA-driven or pay-as-you-go. This helps the company to articulate its business priorities and align the business needs with cloud initiatives.

**Robust cloud management:** For providing efficient cloud managed services, Hexaware leverages its newly launched Tensai™ suite, which is highly integrated with its proprietary and third-party tools and platforms for optimizing public cloud infrastructure operations. This offering helps clients manage their cloud resources efficiently through automation-enabled self-service, financial management and secure multicloud environment. The solution also leverages AI and machine learning technologies for predictive analytics to resolve incidents with minimum MTTR.

**Growing partnership with hyperscalers:** Hexaware has listened to ISG's suggestions and has improved its partnerships with the hyperscalers. It has become a premier consulting partner with AWS and a gold partner level with Microsoft Azure. It also has an Expert MSP certification, along with other several competency certifications. It also increased the number of certified engineers in the last financial year. This collaboration enables Hexaware to co-develop and co-sell solutions with hyperscalers to its clients.

### Caution

In the U.S., majority of Hexaware's cloud services revenues are generated from the banking, financial services and insurance, healthcare and life sciences, and business services verticals. The company must foray into other sectors such as the retail, telecommunication and government organizations. Also, it has developed vertical-specific solutions for the healthcare and pharmaceutical industries only. It must create similar solution offerings for other key verticals as well.



## 2021 ISG Provider Lens™ Leader

Hexaware markets itself as a cloud-first organization with an emphasis on automated management of cloud infrastructure. It has helped several clients through its flexible engagement models and robust managed services offerings.