

HEXAWARE

Overview

Founded in 1990, Hexaware is a global IT consulting and digital solutions service provider. Headquartered in Mumbai, India, it has approximately 19,833 employees globally and 37 offices across the world. It has 26 delivery centres globally, including five in EMEA, and has its UK headquarters in London. The company generates about 10 percent of its overall automation solutions revenue from the UK, where it serves more than 25 large and mid-sized clients. Hexaware has a dedicated resource pool for intelligent business automation in the region.

Strengths

Unified approach: With its ethos of “Automate Everything,” Hexaware offers a complete lifecycle approach to intelligent automation, with capabilities such as process discovery and mining, RPA, NLP, AI and machine learning for speech and image processing. These are delivered primarily through its proprietary Tensai™ (Japanese for “genius”) platform that offers intelligent automation for infrastructure, operations and testing.

Point solutions: Hexaware stands out for its range of industry-specific point solutions: The Teams COCO bot automates all the touchpoints of an employee’s digital journey; AutomateON is a home-grown platform for automating processes through intelligent bots; and Intelligent Document Classification is a banking-industry solutions using optical character recognition (OCR) and NLP for document classification and date extraction.

Pricing flexibility: Hexaware offers a range of intelligent automation pricing models that are carefully calibrated to the needs and business goals of different clients. These include transaction-based pricing for managed services and outcome-based pricing involving risk sharing or gainsharing components. This pricing flexibility is likely to appeal to mid-sized enterprises seeking transactional certainty and to larger enterprises aiming for transformation business deals with significant elements of co-investment.

UK industry traction: Hexaware’s automation solutions have proved popular with both large and mid-sized enterprises in the UK, such as a leading financial services company headquartered in Cardiff.

Caution

Given the frenetic pace of change in intelligent business automation, Hexaware may need to invest more to scale up its machine learning capabilities to maintain its velocity within the leadership space in the UK.



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With its “Automate Everything™” philosophy, raft of proprietary solutions and flexible pricing models, Hexaware appeals to both large and mid-sized enterprises in the UK for their intelligent automation needs.