HEXAWARE

Overview

Hexaware is a global IT consulting provider with strong focus on cloud-based solutions. It offers application transformation management solutions, including its Cloudify Everything solution, application programming interfaces (APIs) and integration, delivery, application managed services, business intelligence and analytics services. Hexaware has shown significant growth in recent years, with particular focus on the life sciences segment. The company was founded in 2010 and has its headquarters in Mumbai, India. Hexaware employs approximately 20,000 people across 30 countries.

Strengths

Experience in developing digital medicine systems: Hexaware has been one of the early innovators in combining digital capabilities with pharmaceutical products (digital therapeutics). The respective solutions increase the effectiveness of a drug regimen and serve as indicators of overall health, by using technology to ensure timely treatment, remotely monitor vital signs and provide key insights for physicians and caregivers.

Powerful standardized patient-centric solution based on Salesforce: The portfolio includes a solution suite for patient engagement, called CarrotCube, that was developed based on the Salesforce Health Cloud. It provides functionalities such as medication adherence tracking, symptoms monitoring and analytical functions such as patient dashboards for various aspects of patient health.

Focus on automation of solutions: The solutions provided by Hexaware entail a high level of automation that enables clients to reduce running costs significantly.

Strong operational support capabilities: The Hexaware Compassionate Cognitive Customer Care Center offers multilingual, omnichannel patient support services to supplement pharmaceutical firms' patient programs.

Caution

Hexaware should further strengthen its process consulting capabilities to reduce the share of pure technical implementation services in its portfolio.

The company needs to improve its presence outside the U.S. and the U.K.

2021 ISG Provider Lens™ Leader

With a clear focus on cloud-based solutions for digitizing patient engagement, Hexaware has achieved a leading position in this quadrant.

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