

HEXAWARE

Overview

Hexaware is a global IT consulting provider with strong focus on cloud-based solutions. The company has its headquarters in Mumbai, India, and the Salesforce practice has its main locations in the US. The Salesforce practice was founded in 2010 and has shown significant growth in recent years. Hexaware has more than 500 resources dedicated to the Salesforce practice, of which more than 150 carry Salesforce certifications.

Strengths

Focus on industry-specific clouds: Hexaware focuses on sophisticated, industry-specific solutions for various industries, such as healthcare and financial services. The CarrotCube solution suite for life sciences, is built on Salesforce Health Cloud and provides numerous functionalities with a focus on patient engagement, such as medication adherence tracking, monitoring vitals, booking appointments with care teams and integrating source systems such as electronic medical records (EMR).

Strong integration capabilities: Hexaware exhibits strong capabilities for integration of Salesforce with other solutions and has deep knowledge of the development and integration platform, Mulesoft, for which it holds numerous certifications.

Well-defined methodology: The methodology applied by Hexaware relies, to a large degree, on Agile elements that are combined with phase-oriented elements, where appropriate customer organizations do not show sufficient readiness for Agile methods (Hybrid Agile).

Increased emphasis on strategy and design capabilities: Most recently, Hexaware has strongly invested in the development of strategy and design skills for its employees by acquiring the respective certifications by Salesforce. The company is now significantly better prepared to support its clients in the early phases of a transformation project.

Caution

The predefined solutions, besides the CarrotCube suite, need to be clearly described, mainly by presenting them in a customer-oriented catalog.

Hexaware focuses mostly on industry-specific solutions. The company should give more consideration to the development of functional accelerators for use across industries.



2021 ISG Provider Lens™ Leader

Hexaware has become a leading provider of Salesforce-related services with a focus on industry-specific solutions.