Hexaware

Leader

"A focus on delivering Microsoft services and agility make Hexaware a leader in Dynamics 365 quadrant."

Peter Crocker

Overview

Hexaware Technologies is a India based mid-size IT service provider with U.S. headquarters in Iselin, New Jersey. The innovative company invests heavily in automation and AI and has made recent acquisitions that not only boost its service offerings but also its ability to compete against the largest IT services firms. It has over 800 employees working on Dynamics 365 services and more than 20 clients in the U.S.

Strengths

Investment in Dynamics 365 talent: Compared to some of its larger competitors, Hexaware has over indexed on ensuring it has certified experts in Microsoft Dynamics 365 available to enterprise clients in the U.S. Coupled with the company's smaller size and more personalized engagement style, this can give enterprise clients a white glove service for their business application adoption.

Vertical solutions for field service and commerce: Hexaware delivers some innovative services on top of Dynamics 365, including immersive retail experiences, demand planning and optimized commerce management, and sophisticated field service solutions. These are critical offerings, as these three Microsoft services are the most popular among enterprises that already have existing systems of record that they do not want to abandon.

Automated migration from AX: For those enterprises that are coming from Microsoft's previous business applications, Hexaware's well-established migration approach is designed to help them get set up in the cloud while reducing cost.

Caution

Hexaware's focus on providing Microsoft services makes its capabilities more attractive than some larger players but limits its capabilities outside the ecosystem. With revenues less than $1 billion, Hexaware also does not have the depth of resources enjoyed by some of its larger competitors. As the company grows, they may also be challenged to maintaining their agility.