



“Agility and innovation enable Hexaware to be a leader among much larger players in the MSP on Azure market.”

*Peter Crocker*

# Hexaware

## Overview

Hexaware Technologies is a India based mid-size IT service provider with US headquartered in Iselin New Jersey. The 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 world's largest IT services firms. It is an Azure Expert MSP and holds an advanced certification from Microsoft for data warehouse migration to Azure. The company has 3,200-plus Microsoft certified personnel.

## Strengths

**Technology investment:** Hexaware is very strong in-service delivery in part due to its investment in automation and repeatable processes. The company also directs significant investments toward proprietary tools; 2% percent of the firm's revenues are invested in intellectual property.

**Application and data modernization:** The focus on automation and the capabilities built into Hexaware's migration platform enables it to deliver on implementing Azure services quicker better and cheaper than its competition.

**Focused investment in Microsoft capabilities:** Hexaware has been laser-

focused on advancing its Microsoft services, and the company's results on behalf of its customers have borne that out.

**Agility:** Hexaware is focused on maintaining a culture of agility and innovation. Although the company has almost \$1 billion in revenues, it still considers itself a start-up. This commitment to innovation, agility, and urgency, leads to better outcomes for customers. The company's ability to quickly bring to market in demand services such as database migration, contact center transformation, and intelligent automation are examples of the firm's agility.

## Caution

With half its business generated from the Microsoft ecosystem, the company's ability to provide a wide breadth of offerings is limited outside the portfolio. With revenues less than \$1 billion, Hexaware does not have the depth of resources enjoyed by some of its competitors. As the company grows, it may be challenged to deliver the scale of a larger company with the agility of a startup.