



"Innovation around Microsoft 365 make Hexaware a leader in delivering Microsoft 365 services."

*Peter Crocker*

# Hexaware

## 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 1,100 employees working on Microsoft 365 services and more than 34 clients in the U.S. The engagements range from straightforward Office 365 and Microsoft 365 implementations to modernization via complex migration and integration initiatives.

## Strengths

**IP Investments:** Hexaware continues to invest in platforms for migration and modernization, through their solution offerings like AMAZE for Secure Desktop for Office 365 Migration and AMAZE for Virtual Desktop for Migration to Microsoft WVD.

**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.

**Robust modern workplace services:** Its Teams COCO intelligent chatbot provides quick business value for enterprises adopting Microsoft's collaboration software

and opens the door for further exploration of employee experience and productivity enhancement services. Hexaware is investing heavily in these sorts of forward-thinking capabilities, and aggressively rolling them out to customers across the U.S.

**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 ability to adapt quickly.

## 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 does not have the depth of resources enjoyed by some of its competitors. As the company grows, it may also be challenged to its agility.