

Hexaware



“Hexaware is an award-winning strategic ServiceNow consulting partner ensuring high customer satisfaction.”

Dr. Tapati Bandopadhyay

Overview

Hexaware is headquartered in Mumbai, India, and operates in 30+ countries. As a service provider, it has over 24,166 employees across 37 global offices. In FY21, the company generated \$971 million (+12.2 percent YoY) in revenue, with application transformation management as its largest segment. Hexaware offers consulting services across business and digital domain. Its U.S headquarters are in Iselin, New Jersey, with four delivery centers across Georgia, New Jersey, Virginia and Massachusetts.

Strengths

Rightly understanding customer needs and customized solutions: Hexaware has emerged as a winner in several ServiceNow partner categories, including high customer satisfaction. This is due to its integrative approach to consulting, which combines a focus on industry verticals with technology infrastructure management capabilities.

Transforming customer success through proprietary frameworks: The rapid growth of Hexaware’s ServiceNow practice with over 100 implementations and consulting engagements indicate the right approach of leveraging all adjacent capabilities in ensuring client success

with strategic platform investments. Hexaware has enabled client teams to adopt best practice frameworks backed by hyperautomation capabilities and solutions.

Refined strategy in addressing service lines and functional areas: The quality of ServiceNow consulting talent is a common client challenge in highly talent-competitive U.S market. Hexaware has a proven strategy to counter this by emphasizing on ServiceNow certifications for nearly 200 professionals. These experts have functional, domain and technology experience along with tools certifications to deliver targeted outcomes for clients’ transformation initiatives.

Caution

Hexaware invests heavily in developing and supporting a unique blend of talent to ensure client success on strategic ServiceNow investments. At the same time, the company faces a shortage of talent and special skills at expert levels, similar to its competitors in the region.

