



“Hexaware offers knowledge-driven ServiceNow managed services by leveraging long-term partnerships.”

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Hexaware

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 provides services such as optimized application support, maintenance and rapid application cloud modernization. It has its U.S. headquarters in Iselin, New Jersey and four delivery centers across U.S.

Strengths

Dedicated center of excellence to drive ServiceNow adoption:

Hexaware has proven ServiceNow managed services competencies that have been augmented since the setup of a dedicated ServiceNow center of excellence in 2015. Its MSP partnership and K16 gold sponsorships have bolstered its position in mature markets such as the U.S.

Agile and quick in understanding customers' demands:

Keeping pace with the changing demand scenarios and maintaining the relevance of its offerings, Hexaware's ServiceNow practice has factored in COVID-19-

related client workflow scenarios. Some examples include support for mission-critical virtual infrastructure, application services, maintaining consistent UX, and maintaining regulatory requirements in remote work setups.

Experience and expertise in working within regulatory environments:

This dynamic approach of the ServiceNow practice has helped clients gain confidence even in strongly regulated sectors such as banking and financial services in the U.S.

Caution

Hexaware's deep and long-standing partnership with ServiceNow makes its talent pool valuable and in high demand. Talent management in managed services is therefore a challenge, which the company is trying to address through innovative ways, including an increased focus on the use of hyperautomation in managed services.

