



“Hexaware provides comprehensive and reliable application services for Salesforce with focus on efficiency by automation.”

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Hexaware

Overview

Hexaware is a global IT consulting provider with a strong focus on cloud-based solutions. The company has its headquarters in Iselin, NJ, U.S. and the Salesforce practice has its main locations in the U.S. The Salesforce practice was founded in 2010 and has shown significant growth in recent years. Hexaware has more than 650 employees dedicated to the Salesforce practice, of which more than 170 hold Salesforce certifications.

Strengths

Full-service portfolio: Hexaware provides complete and outcome-based managed application services for Salesforce with incident management, SLA management, automation objectives and bot development for automated processing of incident resolutions. The delivery model includes options for service scope (admin, admin plus and development support) and allows for pay per service models based on item complexity

High attention on process quality: The quality of an application is continuously monitored with Hexaware’s health assessment and sophisticated data quality management, using various tools for

avoiding duplicates, reducing data volumes, archiving and more.

Automation as driver for efficiency: The company focuses on the use of automation, while leveraging its Tensai™ platform to drive ITSM optimization and automation to deliver bot-based services to reduce overall cost. The offering includes the use of ServiceNow for a highly automated incident and problem management.

Dashboard solution for service quality monitoring: With HexaView, the portfolio includes a visualization tool for easily understood service quality monitoring for the client. This supports the adherence to SLAs and the definition of corrective measures where necessary.

Caution

The existing capabilities for process and data quality monitoring should be further extended to cover end-to-end processes, including front-office and backend systems. Varius dui at consectetur lorem donec massa sapien. Pellentesque elit a condimentum vitae sapien pellentesque habitant.