



“Hexaware leverages TRIADIC+, TENSAI and SmartCoCo frameworks to offer a unique set of AMS offerings.”

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Overview

Hexaware is an IT service provider headquartered in Mumbai, India. Its SAP strategy is a two-pronged approach comprising digital transformation and hybrid AMS. It offers end-to-end application management and leverages TRIADIC+ and TENSAI for support, process mining, S/4 assessments, systems monitoring, automation testing, environment creation and build automation for release and production operations. It also offers a well-defined “run, transform and digitalize” model for managed services.

Strengths

Unique AMS framework: Hexaware’s AMS framework strategically combines DevOps, automation and continuous innovation for optimizing the client landscape. It leverages TRIADIC+ (automated system monitoring, automation testing, and environment creation), TENSAI (automating build to release, production operations) and SmartCOCO (voice chatbot to automate employee tasks) to deliver managed application services.

End-to-end automation: Hexaware’s iD2E platform can automate the entire testing lifecycle and address requirements for capturing, test case creation, metrics and reporting to offer

a seamless automation experience. It also automates complex functionalities and brings intelligence, xoptimization and automation.

Situation-based approach: For high process complexity with a high automation impact, Hexaware takes an automated recovery approach to restart applications and database servers. For low-process complexity with a high-automation impact, it eliminates incidents such as password reset, access issues and integration. For low process complexity with a low automation impact, it adopts a selective automation strategy such as automating data fixes and business rules.

Caution

U.S.-based enterprises typically prefer service providers that offer local resources with certifications. Hexaware should thus add more certified professionals in North America for SAP Basis, SAP HANA and SAP ABAP.