



“Leveraging robust methodology and AIOps platform, Hexaware effectively manages employee experience.”

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Hexaware

Overview

Headquartered in Mumbai, India, Hexaware provides managed employee experience services as part of its digital workplace services. It offers employee experience services to its clients in an outcome- and XLA-based model. Around 22 percent of its digital workplace services revenue is generated from employee experience service offering.

Strengths

Experience accelerators and XMF:

Hexaware leverages both direct and indirect experience measurement methods that involve employee survey, speech and sentiment analysis. Its Experience Measurement Framework (XMF) measures experience via multiple methods such as key experience indicators, employee surveys and automated data collection across employee interaction points. Hexaware also leverages experience accelerator solutions across various domains such as communication, collaboration, support, productivity, device management, social interaction and automation.

Tensai: Hexaware’s AIOps platform, Tensai, provides empathy-driven employee feedback for identifying challenges faced during employee journey. It also provides ubiquitous employee experience” managing employee hire to retire lifecycle through automation and integrating business functions other than IT. It provides a persona-driven, integrated service catalog and service experience augmentation.

Microsoft Viva: Hexaware leverages Microsoft Viva by combining the experiential framework of XMF with the employee-experience focused capabilities of Microsoft Viva platform to derive insights around productivity, well-being, knowledge and expertise, learning skills and growth.

Caution

Hexaware offers strong portfolio in managed employee experience services. However, its client examples are more focused on enabling the workplace technology and managing associated experience. It must showcase examples of supporting other softer aspects of employee experience.

