

# Hexaware



“Superior and established Workday support, service capabilities and flexible engagement and pricing models make it an ideal partner for managed services.”

*Ashwin Gaidhani*

## Overview

Hexaware is headquartered in Mumbai, India, and operates in more than 30 countries. In the U.S., the company has 40 Workday experts supporting around 14 clients, from two delivery centers. In FY21, the company generated over \$971 million (+14.9 percent YoY) in revenue, with financial services as its largest segment followed by consumer packaged goods. Hexaware has built proprietary tools and accelerators, used for automated managed services, such as integration factory, report builder and configuration loader.

## Strengths

**Large and complex Workday managed services delivery:** Hexaware is a recognized Workday Application Management and Support partner, offering preeminent services to improve the implementation and management lifecycle. The Hexaware Workday practice extends Workday application administration competency (L1 to L4 support) and product expertise to a set of prominent clients in the U.S.

**Digitalizing Workday services:** Hexaware’s innovative offerings include smart Coco (an AI digital voice assistant), to enhance end-user

support, and AnywhereEmployee™, a self-service solution designed to enhance the engagement journey of employees, from prospect to a seasoned user, enabling the digital transformation of internal and external processes.

**Comprehensive Workday++ support:** Hexaware supports the entire managed services lifecycle by going beyond Workday and covering connected internal and external systems. Customer specific engagement models and business process support, including support for third-party software, generate a true value proposition for enterprise clients.

## Caution

Hexaware has a comprehensive portfolio to support the Workday platform. It provides managed services for third-party software and business processes, with preset delivery models, covering all competencies (L1,L2,L3). Expanding the technical support services on Workday portfolio and third-party applications by growing its resource pool will help Hexaware stride ahead in this space.