



“Hexaware offers a wide range of client-centric device and remote work support offerings.”

Mrinal Rai

Hexaware

Overview

Headquartered in Mumbai, India, Hexaware provides managed end-user technology services as part of its digital workplace services portfolio. It manages around 400,000 PCs and desktops and more than 1.5 million virtual endpoints globally.

Strengths

Innovative pricing models: Hexaware offers innovative commercial models, including outcome driven, pay as you go, virtual service marketplace, gain share and standard commercial. It also charges its clients by user type for DaaS offering.

Virtual desktop platform: Hexaware supports its clients to rapidly migrate to AVD by providing IT administrator self-service through a solution that allows customers to choose the number of users and regions and assess the cost. This templated approach reduces duration for a typical long process. Hexaware manages 756,000 virtual

endpoints in the U.S.

Focus on midmarket: Hexaware offers flexible pricing options for its virtual desktop services for different specifications, allowing clients to choose the option based on their requirements. Its Office@Home is a SaaS-based offering designed for midmarket clients. It comprises vWorkspace for virtual desktops supporting device independence, vProductive for productivity enhancement, vCollaborate for cloud-based collaboration, vAssist for chatbot-based support and vDeviceSupport for touchless deskside support.

Caution

Hexaware offers a wide portfolio of managed end-user technology services. To compete strongly against competitors, it should market its experience-centric differentiation more effectively for the midmarket client base.

