



“Hexaware focuses on automated cloud infrastructure management through its vendor-agnostic platforms.”

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Hexaware

Overview

Hexaware is a global IT services company headquartered in Navi Mumbai, India. It delivers public cloud managed services with a comprehensive portfolio aligned to hyperscalers, SaaS and PaaS providers for verticals including financial services, healthcare and retail. The company has approximately 1,300 cloud professionals serving around 70 clients in the U.S. The company only holds MSP accreditation from Microsoft Azure.

Strengths

SLA-driven approach: Hexaware offers customized solution-level SLAs based on workload and application management and transformation in public cloud environments. This gives clients better flexibility to track performance and realize business value faster and focus on time-to-value (TTV) measurement.

Secure managed services: Hexaware offers enterprise-level security management with 24x7 real-time monitoring of firewall, VPN, hardware security module and endpoint security solutions in multicloud environments. Key services include continuous

security monitoring and assurance, cybersecurity incident response, its intelligent security operation center (iSOC), user behavior monitoring and analytics that help to mitigate client data loss and misuse.

Platform-based approach: Hexaware delivers end-to-end unified ITOps automation through its Tensai™ platform that offers robust managed services to clients in the U.S. It leverages AI and machine learning for predictive analytics to resolve incidents with minimum MTTR. The platform is highly integrated and assist clients to optimize performance.

Caution

Hexaware is currently recognized as a Microsoft Azure Expert MSP, but it still needs to acquire MSP certification from AWS and GCP. It needs to gather these certifications soon because enterprises demand these accreditations while entering into a managed services deal.