



“Hexaware has a leading position for its digitized patient engagement with cloud-based solutions.”

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Hexaware

Overview

Hexaware is a global IT consulting provider, with a strong focus on cloud-based solutions. It offers application transformation management solutions, API development and integration, managed application services, business intelligence and analytics services. Hexaware is headquartered in Mumbai, India, and operates in 30+ countries. It has over 28,000 employees across 37 global offices. In FY21, the company generated \$971.2 million (+14.9 percent YoY) in revenue.

Strengths

Multiple innovative solutions: Hexaware has been one of the early innovators in combining digital capabilities with pharmaceutical products (digital therapeutics). The respective solutions increase the effectiveness of a drug regimen and serve as indicators of overall health. Furthermore, Hexaware introduced a wearable sensor that records when the pill is swallowed and sends a signal to a wearable that connects with patients’ smartphones, displays intake information and allows patients to enter other data, like mood and rest.

Powerful standardized patient-centric solution based on Salesforce:

With CarrotCube, the portfolio includes a solution suite for patient engagement, which was developed based on the Salesforce Health Cloud. It provides functionalities such as medication adherence tracking, symptoms monitoring and analytical functions.

Focus on automation of solutions: The solutions provided by Hexaware entail a high level of automation that enables clients to reduce running costs significantly.

Caution

Beyond the impressive use of Salesforce for patient engagement functions, Hexaware should take other standard packages for the development of standardized solutions into consideration, for e.g., ServiceNow.

The company has a strong market position in the U.S. and the U.K. In order to reflect the global character of the life science industry, Hexaware needs to further strengthen its position in other countries, primarily in Europe or Japan.