Leader

"Hexaware provides highly efficient and reliable application services for Salesforce."

Rainer Suletzki

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 more than 30 countries. It also has U.S. headquarters in Iselin, New Jersey. It has a workforce of over 28,000 employees across 37 global offices. In FY21, the company generated $971.2 million in revenue.

Strengths

Full-service portfolio with pay-per-service option: Hexaware provides a modern, outcome-based next-gen AMS service offering for Salesforce while also managing continuous integration and continuous development. The offering includes incident management, SLA management, automation objectives and bot development to automate incident resolution. It allows for pay-per-service models based on item complexity.

Automation as a driver for efficiency: Hexaware uses the Tensai® platform to drive ITSM optimization and automation. The offering includes the use of ServiceNow for highly automated incident and problem management.

High attention to data and process quality: Hexaware monitors application quality through various health assessments and sophisticated data quality management tools to avoid duplicates, reduce data volumes, archive and more. It provides clients with a dashboard solution for service quality monitoring.

Caution

The data and process quality monitoring should be used by Hexaware to help the clients optimize their business processes. Offerings should be further extended to cover end-to-end processes, including front-office and backend systems.