



“Hexaware delivers customer-outcome-focused ServiceNow consulting, in addition to technology roadmaps.”

*Dr. Tapati Bandopadhyay*

# Hexaware

## Overview

Hexaware is headquartered in Mumbai, India, and operates in over 30 countries. It has more than 29,500 employees across 37 global offices. In FY22, the company generated \$1.2 billion in revenue, with Financial Services as its largest segment. It combines its robust and expansive consulting practice with technology and innovation. It mainly focuses on business optimization and caters to various industries with its unique range of service offerings. It has 12 offices in the U.S.

## Strengths

**Focus on customer outcomes:** Hexaware’s ServiceNow practice focuses on delivering key customer outcomes across IT and enterprise service spectrums. To achieve this, the company offers services such as, customer service management, financial services operations and field service management.

**Advancing beyond ITSM:** Hexaware’s employee experience transformation solutions extend the value enablement using ServiceNow platforms from IT to non-IT. The solutions include HRSD, workplaces services and safe workforce enablement, and legal services delivery. These are highly complex but strategic services powered and transformed by platform adoption.

## Delivering experience through the platform:

Hexaware, along with ServiceNow, designs roadmaps to help clients accelerate their digital journeys, implement technology or tools, and leverage the Now Platform to transform their experience; the platform delivers enhanced customer/employee experience. Hexaware has established a new ServiceNow experience center and an innovation lab to help clients explore technology solutions, while also sharing knowledge, brainstorming ideas and strategizing plans with ServiceNow experts.

## Caution

To maintain its strong position and retain talent in the U.S. market, in line with rapidly growing client sectors, Hexaware must leverage customer success stories to showcase expertise and achieve benefit realization. It must also build and sustain a strong and strategic hybrid talent pool by cross-training them and further strengthening their business and domain expertise.