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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. Its collaborative approach includes the integration of solutions that provide seamless operations or workflow to address business- or application-related challenges. It leverages various frameworks to facilitate the ServiceNow implementation journey with relevant accelerators, differentiators and knowledge bundles. It has 12 offices in the U.S.

Strengths

Enabling technology excellence: With ServiceNow implementations and an integrative approach, Hexaware enables clients to achieve technology excellence through ITSM, ITAM and ITOM best practices, security operations, and innovative solutions such as Lightstep.

Now Platform enablement: With App Engine, Automation Engine and integrators, Hexaware ServiceNow implementation services enable customers to leverage the best-of-breed technologies and tools from the Now Platform. Furthermore, Hexaware uses the Now Platform to demonstrate innovative solutions, drive pilot projects and access proofs of various concepts.

Implementing operational excellence:

Hexaware helps enterprises realize value from ServiceNow platform implementation across strategic portfolio management, integrated risk management and procurement operations. The strategic partnership with ServiceNow has enabled clients to leverage Hexaware’s unique bottom-up disruption model to deliver customer-centric solutions by infusing automation into its domain.

Caution

Through industry-changing thought leadership, Hexaware must demonstrate its rapid growth and senior leadership commitments to ServiceNow implementation services. It must also focus on increasing the visibility of its practice teams in the U.S. market.