



“Hexaware’s ServiceNow talent growth strategy yields value for clients in the platform maintenance and managed services space.”

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# 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. Hexaware provides services such as optimized application support, maintenance and ServiceNow CSDM. It leverages various frameworks to facilitate the ServiceNow implementation journey with relevant accelerators, differentiators and knowledge bundles. It has 12 office locations in the U.S.

## Strengths

**Platform talent at scale:** Hexaware’s learning and development programs, such as Ignite, Evolve and Mavericks, ensure that the clients receive the best-in-class services in managing the ServiceNow platform instances. Its collaborative approach helps engage various stakeholders in each stage to deliver excellence to people.

**Managing through AI and automation:** With efficient and integrated usage of platforms such as Amaze®, Hexaware enables complex client scenarios, including the management of ServiceNow platform implementations for capital markets. Hexaware, along with ServiceNow, can deliver implementation services rapidly to prevent any further delays.

## Talent identification, upskilling and cross-skilling:

The talent pipeline and upskilling programs in ServiceNow look promising for clients. In 2023, the number of resources is likely to increase from more than 400 with over 550 certifications to more than 600 with over 750 certifications—more than 50 percent growth in talent availability. Given that talent shortage is a major challenge in this ecosystem, especially in large markets such as the U.S., this upskilling strategy gives long-term visibility and advantage to Hexaware’s clients.

## Caution

Hexaware’s unique platform talent advantage at scale can be a key solution to address the challenge associated with the ServiceNow platform value realization in the U.S. market. This can be accomplished by collaborating with specialist firms.