



“Its comprehensive offering and flexible commercial models make Hexaware a good choice for managed services on Azure in the UK.”

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Hexaware

Overview

Hexaware is headquartered in Mumbai, India, and operates in more than 30 countries. It has more than 28,000 employees across 37 global offices. In FY21, the company generated \$971.2 million in revenue, with Financial Services as its largest segment. It is an Azure Expert MSP, with five specializations, including four on Azure: Data Warehouse Migration to Microsoft Azure; Infra and Database Migration to Microsoft Azure; Microsoft Windows Virtual Desktop; and Modernization of Web App to Microsoft Azure. Hexaware caters to a large client base with a strong team of dedicated professionals for its Azure managed services in the UK.

Strengths

Comprehensive offering: Hexaware offers a wide spectrum of services for Azure, including application and data modernization, data warehouse migration, Azure virtual desktop and Azure management and support, an automated platform for cloud monitoring and governance. The services incorporate a significant degree of automation, and Hexaware estimates that its solutions can deliver hefty reductions in the total cost of ownership (TCO) for infrastructure and applications.

Flexible commercial models: Recognising its clients' different cloud requirements and budgets, Hexaware offers a variety of commercial models, from time-and-materials and transaction pricing, to outcome-based pricing to business impact pricing. For example, it employs gainsharing pricing when outcomes are delivered beyond a baseline responsibility.

Contact centre transformation: Hexaware is notable for its contact centre transformation services on Azure (and other clouds). These engagements can provide enterprise omnichannel platforms deployment on the cloud, data extraction. They also facilitate customer processes optimization and automation through chatbots, RPA and agent productivity tools. Hexaware estimates that cloud migration can reduce TCO by 15 percent, with a further 25 percent reduction achievable through process automation and 20 percent additional savings by offshoring services.

Caution

The market for Azure managed services is increasingly competitive. Therefore, Hexaware must increase the velocity of its product and service development to stay within the Leader quadrant. It should invest more in industry clouds and showcase more client credentials for the UK.