



“Hexaware’s outcome-based business model supports its strategy to deliver innovation and agility that drive business goals.”

Peter Crocker

Hexaware

Overview

Hexaware is headquartered in Mumbai, India, and operates in over 30 countries. Hexaware’s U.S. headquarters are located in Iselin, New Jersey. 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. Hexaware has 310 FTEs serving 77 clients in its U.S. Power Platform practice. The U.S. makes up 54% of Hexaware’s Microsoft revenues and 57% of available FTEs.

Strengths

Outcome-based business models: Hexaware offers flexible and transparent pricing models that align with its clients’ goals and limit cost overruns. Having a vested interest gives clients confidence that Hexaware is motivated and focused on delivering business outcomes.

Vertical solutions for field service and commerce: In addition to Dynamics 365, Hexaware delivers innovative services such as immersive retail experiences, demand planning, optimized commerce management and sophisticated field service solutions. These are critical and popular offerings among enterprises that value their existing systems of record and do not want to abandon them.

Automated migration from AX: For enterprises upgrading from Microsoft’s legacy business applications, Hexaware’s well-established migration approach is designed to help them get set up in the cloud while reducing costs and limited human assistance.

Self-service offerings: Hexaware markets industry-focused, prepackaged offerings that enable clients to access them independently.

Caution

While Hexaware excels in innovation and agility, it is at a disadvantage regarding scale. Large complex organizations that require substantial resources for their projects may consider larger firms with a significantly greater number of consultants.