



“Hexaware’s innovation, agility, IP and platform approach position the company in the Leader’s quadrant for Microsoft 365.”

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 3,500 FTE dedicated to its U.S. Azure MSP practice. The U.S. makes up 54% of Hexaware’s Microsoft revenues and 57% of available FTEs.

Strengths

Commitment to agility: Hexaware focuses on maintaining a culture of agility and innovation. Although the company has almost \$1 billion in revenues, it considers itself a start-up. This commitment to innovation, agility and urgency leads to better customer outcomes. The company’s ability to quickly bring to market in-demand services, such as database migration, contact center transformation and intelligent automation, is an example of the firm’s adaptability.

Focused investment in Microsoft capabilities: Hexaware focuses on advancing its Microsoft services, and the company’s results on behalf of its customers have borne that out.

IP investments: Hexaware continues to invest in migration and modernization platforms through its solution offerings, such as AMAZE for Secure Desktop for Office 365 Migration and AMAZE for Virtual Desktop for Migration to Microsoft Windows Virtual Desktop.

Robust modern workplace services: The company’s Teams COCO intelligent chatbot provides quick business value for enterprises adopting Microsoft’s collaboration software. It allows further exploration of employee experience and productivity enhancement services. Hexaware is investing heavily in such forward-thinking capabilities and aggressively rolling them out to customers across the U.S.

Caution

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