



“With a broad portfolio of services and significant expertise in legacy migrations, Hexaware is a good choice for Dynamics 365 solutions in the UK.”

Mark Purdy

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. It has Solutions Partner designations for two Azure areas—Data & AI and Digital & App Innovation. Hexaware has a significant client base and many dedicated professionals for its Dynamics 365 services and solutions in the UK.

Strengths

Comprehensive offer: Hexaware provides a broad spectrum of services around Dynamics 365. These include its Dynamics CRM Services (consulting, implementation, migrations, upgrades, and customer insights and marketing), Digital Sales Engagement (intelligent sales, contracts and orders, and cross-selling among others), Predictable Commerce (for retail POS and store operations, demand planning, among others) and Field360 to support field workers with AI-powered asset intelligence and work management solutions.

Client traction: Hexaware helped a leading UK-based health club chain migrate from its legacy AX system to Dynamics 365, which resulted in improved adherence to SLAs and a 35-40 percent reduction in total costs due to a reduced need for human intervention in operational processes.

Migration expertise:

Hexaware’s TRIADIC Platform provides a comprehensive framework to accelerate customer migrations to Dynamics 365, with high levels of built-in automation. The platform includes free self-service assessments and customised workshops to help clients gauge the maturity of their existing business applications and identify overall fit and potential gaps with Dynamics 365. For legacy migrations to Dynamics, Hexaware uses pre-built frameworks that are estimated to give a 30-40 percent reduction in migration times.

Caution

Hexaware should showcase more of its client credentials and successes on Dynamics 365 for the UK market. Given the increasingly competitive nature of the Dynamics market, it should ensure that it maintains a high rate of solution development in this space.