



“Focus on employee experience and utilization of its Teams COCO bot for unified communications make Hexaware a Leader in this quadrant.”

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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. Hexaware offers a comprehensive suite of Microsoft 365 services in this region to support collaborative, secure and productive remote work. Its Microsoft 365 services include Amaze® for Office365, Amaze® for Virtual Desktop, Teams COCO, Contact Centre Transformation and SharePoint Services. Hexaware has a sizable client base and dedicated FTEs for its Microsoft 365 services and solutions in the UK.

Strengths

Wide offering: Hexaware offers a Microsoft 365 migration framework that helps enterprises transform their workplace. Hexaware has more than 1 million Office 365 users and has migrated 400,000 mailboxes to Office 365. It also leverages Microsoft Viva to derive insights around productivity, well-being, knowledge and expertise, learning skills and growth.

Teams COCO: Hexaware offers an omnichannel Microsoft Teams bot that can address employee service desk issues. Teams COCO can engage with back-end systems and users. It also helps to enhance employee productivity and build a consistent employee journey. An important differentiator for Hexaware is its focus on integrating communication channels with Microsoft 365.

Commitment with Microsoft: Hexaware has made significant investments to enhance its Microsoft services capabilities. The company has aligned all its services with hyperscalers and is now focusing on how it can co-sell with Microsoft. Hexaware is working to create a Microsoft business unit. It has more than 1,500 employees working on Microsoft 365 services and approximately 29 clients in the UK.

Caution

Hexaware’s pricing options for Microsoft 365 are predominantly fixed prices or based on time and materials. Given its focus on transformative outcomes for clients, it should consider introducing a wide range of pricing options such as outcome-based, transaction-based or gainshare approaches.