



“Hexaware enables its clients to integrate and leverage digital technologies in their CX design and delivery.”

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Hexaware

Overview

Hexaware is headquartered in Mumbai, India and operates in 19 countries. It has more than 28,500 employees across 54 global offices. It also has U.S. headquarters in Iselin, New Jersey. In FY22 the company generated \$1.2 billion in revenue, with Financial Services as its largest segment.

Hexaware provides a range of services that help transform CX while understanding the end-to-end customer journey. The company provides customized tools, solutions and a robust partner ecosystem for service delivery.

Strengths

Tenets of digital CX delivery: With principles such as Engineering Tomorrow, Hexaware helps clients to pivot their business models into product-service combinatorial thinking. This approach enables the clients to utilize experience design capabilities as unified layers across the product and service features of their offerings.

Digital toolchains solving complex CX

challenges: Hexaware provides clients with relevant, scenario-specific toolchains to solve their support-related operational and strategic complexities. Toolchain orchestration eliminates complex and demanding tasks through continuous integration/continuous development (CI/CD) and automation.

Designing and delivering CX with a new digital core:

Hexaware helps clients innovate their CX and customer support, pivoting them into the neo-digital world of fast-changing UX and market realities. From new-age service and support delivery models to selecting the right technology partners and using IoT and AR/VR solutions, Hexaware helps clients rearchitect their CX delivery using multitenant, API-based, modular and flexible solutions.

Caution

Hexaware offers world-class industry- and scenario-specific CX design and delivery services. By adding performance metrics and quantitative parameters, the company can use these CX benchmarking solutions and services to showcase a measurable path toward digital CX transformation.