



“Hexaware’s Microsoft 365 service portfolio is supported by an innovative unified communications channel.”

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Hexaware

Overview

Hexaware is headquartered in Mumbai, India, and operates in over more than 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 has a fast-growing presence in the Australian market. Hexaware’s portfolio of Microsoft 365 offerings is built around enhancing employee productivity, enabling hyper-collaborative remote work, and ensuring secure, flexible, and scalable access from anywhere.

Strengths

Highly skilled customer support services:

Hexaware has an experienced and knowledgeable team to help clients make smart decisions, speed GTM, leverage automation, and drive the adoption of Microsoft services. Hexaware’s clients can leverage a cost-free automated assessment to get pre- and post-migration summaries that act as unique selling propositions in the market.

Advanced security solutions: Hexaware’s security solutions for Microsoft 365 are focussed on cognitive intelligence, automation, and response to provide a robust cyber-resilient platform and framework, and best practices.

Accelerated, automated, and cost-effective

Microsoft 365 solutions: Leveraging its vast experience in Microsoft 365 migration services, Hexaware has streamlined and automated the entire process, from assessment to actual migration and testing post-migration, resulting in up to 70 percent automation in processes and 45 percent reduction in costs.

Innovative marketplace model and unified communication channel:

Hexaware has built a marketplace platform to empower clients to place requests for any of its Microsoft 365 services without any dependencies. Requested services are delivered via end-to-end automation. Hexaware teams integrate disparate IT systems and facilitate interaction, offering support and management services for its various offerings.

Caution

Hexaware continues to be a leader in the Microsoft 365 services market in Australia. Although brand recognition has increased slightly, it still lags its competitors.