

# Hexaware



“Hexaware leads with its ability to deliver on large-scale and complex projects, result-oriented proprietary tools (platforms) and expertise in providing superior transition experience to clients in the U.S.”

*Tarun Vaid*

## Overview

Hexaware is headquartered in Mumbai, India, and operates in over 30 countries. It has more than 28,000 employees across 37 global offices. Its U.S. headquarter is based in Iselin, New Jersey. In FY22, the company generated \$1.2 billion in revenue, with financial services as its largest segment. Hexaware provides services for business-led engagements by leveraging its TRIADIC+ platform to deliver business modernization and landscape transformations. It offers process consulting, advisory, implementations, lift-and-shift migrations to private/public cloud, migrations to S/4HANA, systems simplification and conversions.

## Strengths

**Large-scale project deliveries:** Hexaware has proven expertise in delivering large-scale projects for clients in the U.S. with tangible benefits such as a 30 percent reduction in TCO and minimized recovery time objective (RTO) and recovery point objective (RPO). It has enabled the timely predictive maintenance of all equipment in a plant, automated purchase orders and product order creations and reduced inventory costs from \$8.5 million to \$5.0 million with seamless transitions for various clients in the U.S.

### **Practical framework and approach:**

Hexaware leverages the TRIADIC+ platform for clients to choose optimum cloud journeys based on their size and landscape complexity. For less complex IT landscapes, such as moving finance functions from ECC

to S/4HANA, it offers vanilla S/4HANA public cloud implementations. It uses a phased approach for complex IT landscapes by starting with a low-risk model of migrating to the cloud, upgrading the database to HANA and application modernizations to S/4HANA and enabling business transformation with SAP Business Technology Platform (BTP).

**Outcome-based pricing model:** Hexaware continues to aggressively target the midmarket segment in the U.S. by offering an outcome-based pricing model to more than 30 percent of its clients. For one client, it normalized capital costs incurred during transformation over five years by converting CapEx into OpEx.

## Caution

As greenfield implementation makes up an average of nearly 60 percent of SAP S/4HANA engagements, Hexaware must focus on increasing complex engagements in the U.S. A greater focus on hiring experienced SAP S/4HANA-certified consultants onsite is recommended.