Hexaware

★
Rising Star

"Hexaware has always taken an automation-first approach and used it to make remarkable progress in building its AI and analytics capabilities and gradually expanding its related proprietary solutions."

Namratha Dharshan

Overview

Hexaware is headquartered in Mumbai, India and operates in 19 countries. It has more than 28,500 employees across 54 global offices. In FY22 the company generated $1.2 billion in revenue, with Financial Services as its largest segment. By leveraging AI, Hexaware automates processes, enhances decision-making and improves operational efficiency. Its analytics capabilities enable it to extract valuable insights from data, drive data-driven strategies and provide actionable business intelligence.

Strengths

Improved self-service through generative AI: Hexaware is investing in expanding and strengthening its self-service offerings by leveraging generative AI. In partnership with Genesys, Microsoft Azure, OpenAI and Live Person, Hexaware has built self-service APIs that can be integrated with a client's business process layer. These APIs have in-built security features that help detect anomalies in user behavior and any misuse of the platform. The solution includes an escalation mechanism, live agent transfer and multi-lingual conversational bots with real-time translation functionality.

Proprietary and partnership solutions: Hexaware has a strong track record of leveraging its solutions, such as Tensai® and Amaze®, especially for AIOps. The company also demonstrates joint go-to-market strategies for partner solutions. In addition, Hexaware is gradually foraying into building vertical-specific solutions, for example, an automation solution dedicated to the healthcare industry.

Expanding team of automation consultants: With automation as its area of expertise, Hexaware has built a team of almost 500 consultants with industry-specific expertise to advise clients on their automation journey. The company's automation-implementation framework is designed to address the entire value chain of design and implementation to value creation.

Caution

Hexaware has a sound automation portfolio but must further invest in building its analytics portfolio. Clients also expect the company to further improve its data-driven solutions.