Implementation and Integration Services

Leader

"An innovative framework, best-in-class accelerators and a center of excellence for conducting Workday operations have positioned Hexaware as a Leader."

Ashwin Gaidhani

Hexaware

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. Hexaware's four-pillar approach, evaluation and implementation services, templates, UX, cost-benefit analysis and business cases combine to enable smooth Workday deployment. Compared to its peers Hexaware's U.S. practice is one of the leanest and relatively younger. It provides a competitive advantage.

Strengths

Prime framework for automation and better administration: Hexaware's innovative Prime framework is executed in three steps — proactive process identification, transformation and maintenance, optimization and running execution. The framework delivers proven outcomes, such as automated transactional audit reports, better administration of policies and creation of digital Kaizens using process mining tools.

CoE plays a comprehensive nerve center for Workday operations: This center of excellence consists of a solution center, learning center, delivery project center and technology lab. The solution center oversees the solution definition, proof of concept, layout of estimation tools and other aspects.

Best-in-class accelerators enable automation and optimize costs: The company's arsenal of accelerators include: Integration Factor, a pre-packaged integration repository for faster time to market; ITAA, an automated testing tool for Workday; MPAT, for enabling payroll data reconciliation; D2 Loader, which automates bulk data upload into the Workday system; and robotic process automation that facilitates automated cost center creation to save manual effort.

Caution

While Hexaware has actively engaged several reputed large-scale clients across industries, it is yet to cement its position with the smaller clients. Since the IT industry today is a volume game with highly aggressive margins, Hexaware can gain a broad client base by tapping this segment.