



“Budget-friendly and differentially priced packages and clearly articulated roadmap ensure customer delight for Hexaware.”

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 together, with Workday, offers a comprehensive managed services portfolio, a robust roadmap that ensures service maturity and transparent contracts. Hexaware’s expertise enables clients to realize significant cost savings on personnel training, ad-hoc reporting data analysis requests and software and server costs. Hexaware’s U.S. practice is ably supported by a comprehensive portfolio of Workday managed services.

Strengths

Wide range of pricing packages to suit every budget and need: These packages include rate card-based time-and-materials engagements, fixed-price models and fixed-capacity models. The customer accountability package is offered as a staff augmentation service with no SLA commitments. It offers accountability on delivery package with a fixed price model for services with defined SLA commitments. On the other hand, Hexaware offers Joint Accountability as a managed model aimed at services with limited SLA commitments. Finally, it offers the Complete Hexaware Ownership model as a managed/shared services model for outsourced services and its SLAs are linked to business outcomes.

Three-phase roadmap for service maturity and benefit realization:

Hexaware uses a three-phase roadmap to promote efficiency and ticket reduction. The phases are stabilization through knowledge transfer, leveraging ZeroR, a template-based framework, establishing SLAs, standards, best practices and guidelines and automation evaluation; optimization, including process improvement, configuration and mass data load automation and security assignment automation; and value realization that enables Workday adoption planning and business process integration.

Caution

Hexaware’s comprehensive managed services are offered in differential pricing packages, which is highly client-friendly. However, they could be offered as pick-and-choose services in different permutations and combinations.