



“Hexaware’s device management and analytics-led insights by Tensai® are key differentiators in the midmarket segment.”

Mrinal Rai

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. It has delivery centers in Virginia, Georgia and Florida in the U.S. for workplace services. Hexaware annually manages 398,000 devices, 250,000 virtual endpoints and more than 2.5 million contacts globally. It offers managed end-user technology services as part of its Elite Workplace service offering.

Strengths

Broad service portfolio: Under its Elite Orchestration services, Hexaware offers managed device lifecycle, print, virtual desktop, endpoint security and mobile device management services. It manages the entire device lifecycle for clients, from planning, configuring and deploying to supporting, managing, retiring and rendering services at each point of the journey.

EX capabilities of Tensai® platform:

Based on the hyper automation approach, Hexaware’s employee experience platform has a plug-and-play architecture. Tensai® provides a digital experience framework, device self-healing, automated provisioning, predictive intelligence and automated report on device health and security.

Strong mobility and virtual desktop

offering: Under its Power Workspace offering, Hexaware offers managed services for privately hosted VDI, fully packaged desktop as a service and cloud PC where the client owns the device. It offers automated control plane configuration and prebuilt accelerators offering 70 percent automation in deployment and a 35 percent reduction in implementation time. Hexaware provides flexible licensing and support for bring-your-own-license (BYOL).

Caution

Hexaware’s end-user technology services portfolio is robust. It can further differentiate by supporting more industry-specific devices for frontline workers. The midmarket segment accounts for around 30 percent of its clients, with a 24 percent increase compared to last year. However, Hexaware strongly focuses on large account clients.