Managed Services for Midmarket

Hexaware

Leader

"Hexaware takes a platform-based approach to offer robust managed public cloud services. With its DevOps- and AIOps-oriented engagement, it delivers improved cost efficiencies and customer delight."

Shashank Rajmane

Overview

Hexaware is headquartered in Mumbai, India and operates in 19 countries. It has more than 28,500 employees across more than 40 global offices. Its U.S. headquarters is in Iselin, New Jersey. In FY22 the company generated $1.2 billion in revenue, with Financial Services as its largest segment. The company offers a comprehensive cloud services portfolio. With its dedicated workforce, it offers end-to-end managed services to U.S.-based clients in verticals such as financial services, business services and healthcare. Hexaware focuses on building an extensive partner ecosystem of hyperscalers, technology vendors and environmental, social and governance (ESG) solution providers.

Strengths

Agile managed services: Hexaware leverages its proprietary application modernization suite, Amaze®, to operate and manage hybrid and multicloud environments cost-effectively. It also leverages its Tensai® platform to deliver agile and efficient managed services across applications, infrastructure and cloud environments. This enables the company to demonstrate its expertise with the latest technologies and flexible consumption models aligned to business outcomes.

Differentiated DevOps portfolio: Hexaware offers end-to-end application lifecycle management solutions to help clients organize their application release process on Microsoft Azure, AWS or Google Cloud with CloudOps, DevOps, FinOps and SecOps. It also offers consulting on data governance around big data

architecture and data management processes. The company empowers clients with its tools and integration capabilities for cloud-native application development and CI/CD pipelines.

Cost-effective solution offering: Hexaware continuously focuses on delivering seamless ITSM integration for efficient incident management, ticket handling, infrastructure monitoring, and automation-enabled public cloud infrastructure management. This has enabled the company to deliver cost optimization by up to 40 percent, significantly reducing TCO for its U.S.-based enterprises.

Caution

Hexaware primarily takes an SLA-driven approach toward engaging with U.S. enterprises for a managed public cloud infrastructure deal. However, since the demand for outcome-based methods has increased in the last year, the company will need to engage with more clients in this manner.