Leader

"Hexaware has a compelling portfolio for the implementation of Salesforce and has shown significant growth in recent years."

Rainer Suletzki

Hexaware

Overview

Hexaware is a global IT consulting provider, with a strong focus on cloud-based solutions. It offers application transformation management solutions, API development and integration, managed application services, business intelligence and analytics services. Salesforce is one of the core elements in the portfolio. Hexaware is headquartered in Mumbai, India. It has more than 28,500 employees across 54 offices in 19 countries. In FY22 the company generated $1.2 billion in revenue, with Financial Services as its largest segment.

Strengths

Strategic consulting framework: Hexaware provides a specialized framework for the initial stages of transformation projects. The framework encompasses essential elements such as identifying critical data and analytic requirements, prioritizing roadmap objectives and formulating CX strategies.

Agile implementation methodology: Hexaware follows a clear, agile implementation methodology supported by several proprietary tools. For instance, with the RapidX™ for Dashboarding tool, Hexaware can measure all key relevant metrics during an Agile implementation. Hexaware has a repository with numerous assets, such as workshop questionnaires, high-level design and architecture diagrams and prebuilt test cases.

Deep industry expertise: Hexaware offers sophisticated industry-specific solutions focused on various industries, including life sciences and financial services. Its Population Health Management solution suite is a key asset in Hexaware's life sciences-oriented portfolio. The portfolio is built on the Salesforce Health Cloud and provides numerous functionalities with a key focus on patient engagement.

Strong integration capabilities: Hexaware exhibits strong capabilities for integrating Salesforce with other solutions. The company has in-depth knowledge of the MuleSoft development and integration platform.

Caution

Hexaware should expand its capabilities in data-oriented components, such as the Salesforce Data Cloud, to effectively meet evolving market demands.

Using its compelling industry expertise, the company should expand its certification status to cover the respective Salesforce Industry Clouds.