

# Hexaware



“Hexaware’s strong relationship with Microsoft enables it to develop and improve its Microsoft 365 capabilities and offerings well beyond what most firms of its size could achieve, earning it the Leader status in Microsoft 365 Services.”

*Bruce Guptill*

## Overview

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. Hexaware’s suite of offerings includes Amaze® for Migration, which streamlines the transition to Microsoft 365, Teams COCO for enhanced team communication, Contact Center Transformation for improved customer interactions and SharePoint Services for efficient content management and collaboration. Hexaware operates 17 offices in the U.S.

## Strengths

### **Comprehensive Microsoft 365 security solution:**

Hexaware delivers comprehensive security solutions covering the Microsoft 365 suite, including Azure AD, MFA, Defender for Microsoft 365, Intune and Sentinel. Emphasizing cognitive automation, Hexaware ensures a flexible and robust security framework with minimal human intervention. This approach enhances security posture while lowering the TCO through streamlined migrations to integrated Microsoft 365 security stacks.

### **Omnichannel Microsoft Teams bot:**

Hexaware’s Teams COCO initiative enhances collaboration and communication within enterprises. Within Microsoft Teams, COCO streamlines workflows, fosters real-time collaboration and boosts productivity.

## Strength in innovation and expertise:

Throughout 2023, Hexaware significantly invested in enhancing its Microsoft 365 position and innovation capabilities. Initiatives included establishing a new GenAI practice, improving its Copilot usability features across Microsoft products and upskilling resources. They also bolstered client value with an in-house training team and Microsoft-led user training sessions.

## Caution

Clients should be aware that, even with its market-leading innovation and tight Microsoft relationship, Hexaware remains a smaller provider with comparatively limited resources compared to other Leaders. While it continues to grow, expanding partnerships with other providers may be necessary to address certain complex client needs.