Hexaware

Rising Star ★

"Hexaware's platform-led and user-centric approach, automation-first philosophy, mature understanding of SAP services and access to the latest technologies uniquely position the company to compete in the U.S. SAP AMS market."

Tarun Vaid

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 mainly focuses on providing maintenance, integration, enhancement and provisioning services. Its AMS framework falls under the Amaze for ERP platform. Hexaware offers end-to-end application management, enabling and supporting SAP application upgrades to the latest versions. The company also enables complete regression testing of all existing and new features during upgrades using Tensai®, its end-to-end automation framework.

Strengths

Robust AMS framework: Hexaware's AMS capabilities fall under Amaze® for ERP, its well-defined run, transform and digitalize framework for managed services for S/4HANA, ECC and SuccessFactors. It is integrated with accelerators for process mining, assessments, data management, cloud and data migrations, code refactoring, data masking and more.

Focus on cost optimization: Hexaware offers SAP clients flexible engagement and pricing models tailored to their needs. It enables up-front committed cost savings of 30 percent for customers that engage through its platform-driven approach using a cost-optimized model for delivery. Its platform-led delivery approach, automation-first principle and innovation garage help create a better value proposition.

Automation-first approach: Hexaware's Tensai® platform, based on its automation-first philosophy, enhances operational efficiency through proactive incident detection and automated resolution. The automation approach depends on the situation, high process complexity and high automation impact for automated recovery to restart application and database servers and low process complexity and high automation impact to eliminate incidents such as password reset, access issues and integration jobs. With low process complexity and low automation impact, Hexaware opts for a selective automation strategy.

Caution

Hexaware has reported growth in managed application services. However, the company should expand its scale of operations for better competitiveness in the region. It should review its market approach to expand its AMS footprint and maintain a competitive scale of operations and momentum in the U.S.