Hexaware

Leader

"Hexaware focuses on ServiceNow implementations to realize client outcomes across various functions, including IT operations, HR, customer service, operations and legal, ESG and facilities management."

Tapati Bandopadhyay

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 excels in developing customized ServiceNow implementations focusing on solution architecture, custom app development and automation. This approach ensures tailored solutions that align with the specific needs of diverse enterprises. Hexaware has four onshore delivery centers in the U.S., including a CoE in Atlanta.

Strengths

Outcomes-driven implementations: Hexaware has expanded its portfolio to include enhanced outcomes-driven implementation services on ServiceNow. These services are designed to optimize IT operations, enhance service delivery and strengthen overall organizational efficacy.

Sustainability focus in ServiceNow implementation: Hexaware highlights its dedication to sustainability by deploying ServiceNow workflow solutions to champion environmental stewardship while cultivating operational excellence. It collaborates closely with clients to identify opportunities for optimization, drive innovation and stay ahead of evolving industry operations trends.

Accelerators and AI automation platforms, including GenAI: Hexaware leverages digital-native accelerators and technologies such as AI and automation to streamline processes, fostering business agility. Integration with Now Assist enriches UX by providing real-time support and personalized assistance. Whether users seek troubleshooting guidance, training resources or obtaining quick answers to queries, Now Assist applications empower them to navigate effortlessly, boosting productivity and reducing downtime.

Caution

Hexaware's proprietary platforms with AI and automated, integrated capabilities should undergo further integration and value leverage road maps, particularly in relation to the Now Assist GenAI functionalities on the ServiceNow platform.