Leader

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

Comprehensive pay-per-service solutions: Hexaware delivers modern, outcome-based next-generation application management services (AMS) for Salesforce, integrating continuous integration and continuous development. Its offering includes incident and SLA management, automation objectives and bot development for incident resolution. It provides flexible pay-per-service models based on item complexity.

Focus on efficiency: Hexaware uses its Tensai® platform to drive ITSM optimization and automation. The offering includes using ServiceNow for highly automated incident and problem management. The portfolio includes a visualization tool for easily understood service quality monitoring for the client. This supports adherence to SLAs and defining corrective measures where necessary. The portfolio includes support for license management using bots for Salesforce identity services. Hexaware monitors user activity and presents user adoption dashboards.

Focused on data and process quality: Hexaware ensures application quality with health assessment tools and sophisticated data management, minimizing duplicates, reducing data volumes, and facilitating archiving. The provider offers clients a dashboard for monitoring service quality, ensuring transparency and proactive management of their Salesforce applications.

Caution

The data and process quality monitoring should be further extended to cover end-to-end processes, including front-office and backend systems.

Hexaware should extend its services for achieving cost efficiency by offerings for data volume management to further optimize the related costs.