Leader

"The solutions aligned with Hexaware's commercial, pricing and operating models supporting digital services are attractive for cost-conscious U.S. clients."

Tapati Bandopadhyay

Hexaware

Overview

Hexaware is headquartered in Mumbai, India. It has more than 30,000 employees across 50 offices in 19 countries. In FY22 the company generated $1.2 billion in revenue, with Financial Services as its largest segment. Hexaware's integrated customer and user engagement strategies are built around GenAI-powered innovations to provide seamless and personalized CX. The emphasis on CX assessment, strategy and operations optimization underscores its commitment to using cutting-edge technologies to enhance customer engagement and satisfaction.

Strengths

Solutions-aligned commercial models: Hexaware uniquely positions itself to deliver solutions aligned with commercial models. Its pricing strategy prioritizes customers' needs and aligns directly with their desired outcomes. Hexaware established itself as a frontrunner in integrated support operations offerings within the U.S. markets, transforming customer services for clients with its comprehensive suite of AI, ML and GenAI solutions.

Focus on sustainable growth for clients: By enabling enterprises to navigate the complexities of modern digital operations, Hexaware emerged as a trusted partner for driving sustainable development and competitiveness in the dynamic U.S. market landscape.

Integrated technology stacks for data-driven decisions: Harnessing the power of digital technologies such as AI, IoT and cloud computing, Hexaware enables seamless connectivity and data-driven decision-making for enterprises. Its integrated approach spans various domains, including predictive maintenance, support and supply chain optimization and intelligent automation, empowering organizations to enhance efficiency, reduce costs and drive innovation. With a focus on agility and scalability, Hexaware intelligence platforms and solutions such as Tensai meet the unique needs of each industry vertical by using domain expertise and strategic partnerships.

Caution

The focus on sustainable CX can set industry-specific benchmarks for efficiency and effectiveness in post-production after-market services.