



"Hexaware has implemented remote monitoring and predictive maintenance solutions, enabling clients to identify and address service issues proactively."

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Hexaware

Overview

Hexaware is headquartered in Mumbai, India. It has more than 30,000 employees across 54 offices in 28 countries. In FY23, the company generated \$1.3 billion in revenue, with Financial Services as its largest segment. Hexaware's integrated customer and user engagement services focus on hyperpersonalization and operational efficiency. Its Smile Check Assessment framework evaluates CX maturity, while GenAI-powered Agent Assist tools improve service accuracy. U.S.-based enterprises benefit from the company's cloud-based contact centers, which offer uninterrupted uptime, multilingual virtual assistants and quick query resolution.

Strengths

Cloud-based CX and DX for resilience:

Hexaware has delivered cloud migration and managed services for support and service requirements, helping clients migrate and modernize their customer service applications on leading cloud platforms such as AWS, Microsoft Azure and Google Cloud. These cloud-bound initiatives make support reliable and resilient.

GenAI solutions for customer service:

Hexaware has implemented data analytics and business intelligence solutions that empower clients to gain insights from their data and make data-driven decisions in customer service. These solutions include developing dashboards, reports and predictive models. For example, major U.S. banking, financial services and insurance

(BFSI) institutions are ready to implement GenAI-based solutions to automate their loan processing and support workflows with real-time Q&As, reducing processing time and improving accuracy.

Automated customer support systems and automation platforms: Hexaware has implemented automated customer support solutions, enabling clients with 24/7 support through chatbots and virtual assistants. Such customer support solutions include automating ticket routing and resolution. Hexaware has focused on delivering personalized service experiences, leveraging knowledge management and AI to tailor services and recommendations to individual users.

Caution

Hexaware collaborates with U.S. retail clients to implement an automated service desk solution, enabling employees to quickly resolve IT issues and enhance productivity using the tensai® platform. Hexaware could add value by creating benchmarks and AI use cases to proactively improve performance and accuracy in specific scenarios.