

Hexaware



“Hexaware strengthened its position as a Leader in this quadrant by leveraging Tensai® for intelligent automation and efficiency, comprehensive reporting and a trusted transition framework to ensure proactive problem management and optimal performance.”

Roman Pelzel

Overview

Hexaware is headquartered in Mumbai, India. It has more than 32,000 employees across 54 offices in 28 countries. In CY24, the company generated \$1.43 billion in revenue, with Financial Services as its largest segment. In the UK, Hexaware strongly emphasises digital readiness and offers a full spectrum of application development and transformation services, including cloud migration, API integration, modern delivery enablement and application support and maintenance (ASM) services. It also provides enterprise architecture strategy and consulting, signifying its commitment to aligning technological solutions with broader business objectives.

Strengths

Elevating business value with next-gen

AMS: Hexaware’s next-gen application managed services (AMS) stand out due to their comprehensive approach to application portfolio management, integrating the entire lifecycle through a unified *Build, Transform, and Run* model. This methodology optimises the TCO to drive overall cost efficiency and prioritises top-line growth by accelerating the time to market for new applications and enhancements.

Streamlined operations: Hexaware’s Tensai® for Efficiency is a powerful intelligent automation platform that enhances application services automation. Tensai® streamlines operational processes by integrating a suite of prebuilt automation components, ranging from discovery and

monitoring to analysis and self-healing. It also incorporates predictive analytics, which empowers clients to proactively manage issues before they escalate, minimising downtime.

Enhancing application support through

automation: Hexaware’s ASM services take an automation-led approach to help organisations achieve their Go Digital vision. Hexaware assesses the clients’ current ASM maturity and strategically deploys support automation tailored to business-aligned KPIs to ensure relevant and impactful assistance.

Caution

While Hexaware has established a strong foothold in the UK market, particularly within the BFSI sector through its Salesforce offerings, it should diversify its client base across other industries. Strategically expanding into healthcare, retail and manufacturing could allow Hexaware to attract new clients and drive sustainable market growth.