Hexaware

Leader

"Hexaware recognizes the transformative potential of GenAI in enhancing customer interactions in its ServiceNow consulting and solutions design capabilities."

Tapati Bandopadhyay

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 has built accelerators and custom applications on ServiceNow under consulting, implementation and managed services and has a robust pipeline of value-added accelerators. Its HEE 2.0 accelerator enables easy ServiceNow integration with ITSM tools and Tensai, Hexaware's predictive AIOps platform build in collaboration with ServiceNow AIOps for joint GTM.

Strengths

Improved CX and digital transformation: Hexaware's ServiceNow consulting talent and initiatives emphasize its commitment to using the ServiceNow platform to drive digital transformation and enhance CX. It also aims to integrate cutting-edge technologies, such as GenAI, into clients' IT and business services landscape.

Tailored strategic consulting: Hexaware's approach to ServiceNow consulting focuses on delivering tailored solutions that address the unique needs of its clients. By focusing on automation-led services, the company enables organizations to streamline their IT ecosystems, migrate to the cloud and achieve operational efficiencies. This strategy improves CX and results in significant cost savings.

Experience centers and innovation labs: Hexaware continues to drive digital transformation through strategic initiatives such as the ServiceNow Experience Center and Innovation Lab and the integration of GenAI into its service offerings. The changing narrative around GenAI focuses on delivering tangible and measurable results. Client enterprises are witnessing GenAI's transformative power as it permeates every layer of business operations.

Caution

Hexaware's integrated GenAI-based service offerings enhance operational efficiency by handling routine tasks and allowing human agents to focus on more critical cases. These improvements can be consolidated into GenAI applications' value benchmarks from Hexaware.