Hexaware

Leader

> "Hexaware's HPI (Hexaware Platform Intelligence) solution enhances the performance and governance of ServiceNow workflows by leveraging automated monitoring and governance to optimize the ServiceNow platform, ensuring workflows are efficient and effective."
>
> *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's GenAI-first managed services, branded as Hex, is designed to leverage GenAI to transform and optimize enterprise IT systems. Hex is focused on AIOps, RPA and automated Ops to deliver seamless services and help scale customer businesses. With a global team of more than 400 ServiceNow experts and multiple delivery locations, Hexaware ensures consistent and high-quality service delivery across regions.

Strengths

Driving innovation with GenAI: Hexaware's BUD initiative fuels innovation by encouraging the adoption of cloud-based solutions and the consolidation of tools, leading to zero-disruption implementation and enhanced service delivery. The Now Assist for Virtual Agent solution represents a significant advancement in this area, leveraging GenAI to provide precise and context-aware responses.

Full-stack managed services: Hexaware CoE ensures users receive tailored assistance quickly, minimizing the need for extensive searches. By focusing on tailored solutions and embracing emerging technologies, Hexaware is well positioned to lead organizations through their digital journeys. This initiative underscores Hexaware's commitment to cocreating innovative solutions that enable clients to be future-ready.

Zero-disruption managed services: By enabling zero-disruption implementation, delivering innovation and automation and consolidating tools to reduce costs, Hexaware has helped organizations break down siloed processes, unify and consolidate platforms, create seamless experiences and accelerate innovation at scale in a digital-first world.

Caution

Hexaware's BUD initiative drives innovation by promoting cloud-based solutions and integrating various tools, resulting in seamless implementations and improved service delivery. The company can establish the best practices identified through this initiative as new industry standards.