Hexaware

Leader

"Hexaware redefines patient engagement by seamlessly integrating tailored accelerators and advanced data solutions."

Rohan Sinha

Overview

Hexaware is headquartered in Mumbai, India. It has more than 238,300 employees across 50 offices in 19 countries. In FY23 the company generated $1.3 billion in revenue, with Financial Services as its largest segment. Its strength in patient engagement solutions lies in its innovative blend of tailored accelerators, advanced data management systems and strategic partnerships. By seamlessly integrating with platforms like Salesforce Cloud and collaborating with industry leaders, the company delivers personalized care, ensures regulatory compliance and facilitates efficient data collection.

Strengths

Tailored suite of accelerators: Hexaware offers a tailored suite of accelerators designed to streamline patient interactions and services. From preconfigured patient services hub engagement to econsent functionality and personalized outreach, these accelerators address diverse needs in patient engagement, ensuring a seamless experience.

Advanced patient engagement and data management solution: Hexaware's advanced patient engagement and data management accelerator is seamlessly integrated with Salesforce Cloud. This solution comes preintegrated with IoT devices such as Apple Watch, Fitbit, Alexa, a blood pressure monitor, Bluetooth-enabled ear thermometer and oximeter/pulse rate monitor. This enables life sciences companies to collect user health data efficiently, proactively address device failures, replace devices for accuracy issues and track critical health alerts.

Strong collaborative partnerships: Hexaware has strong collaborative partnerships within the patient engagement space, leveraging a technology-agnostic approach to customize services according to clients' preferences. Through strategic alliances with industry leaders like MuleSoft, Apigee, Boomi and Microsoft FHIR APIs, Hexaware ensures secure data movement in compliance with HIPAA regulations, delivering seamless integration solutions for electronic data capture (EDC) and CRM systems using tools like SnapLogic.

Caution

As Hexaware continues to innovate and develop solutions for streamlined patient interactions and services, it is crucial to ensure that the customization of these accelerators aligns seamlessly with evolving industry standards and regulations.