

Hexaware



Leader

“Hexaware is facilitating the transformation of insurers to achieve greater digitalization, agility and responsiveness in light of the evolving insurance landscape.”

Ashish Jhajharia

Overview

Hexaware is headquartered in Mumbai, India. It has more than 32,000 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 strategic vision empowers enterprises to embrace a contemporary, CX-focused, digital-first, seamless future. The company assists insurers in understanding policyholders’ growing expectations and provides relevant solutions and accelerators for their businesses. Hexaware consistently delivers exceptional performance in the North American insurance ITO sector.

Strengths

Application modernization support and maintenance: Enhancing legacy systems is pivotal in augmenting business value and refining CX. Hexaware’s modernization endeavors focus on transforming systems to ensure alignment with contemporary technologies, mitigating operational risks and optimizing system performance and scalability. After the transformation, the company extends continuous support and maintenance, encompassing updates, enhancements and bug rectifications.

Industry cloud consulting using insurance platforms and hyperscalers: Hexaware boasts a team of industry cloud experts with extensive proficiency in insurance cloud-native platforms such as Guidewire and Duckcreek, complemented by adeptness in

leading hyperscalers such as AWS and Azure. This proficiency equips insurance carriers to streamline processes, curtail expenses and enhance CX. Moreover, Hexaware’s customized solutions facilitate the swift introduction of innovative products and the enhancement of time to market, empowering insurers to promptly adapt to the evolving dynamics of the insurance industry.

Caution

Hexaware has made substantial advancements and demonstrated robust performance within the North American insurance industry. The company’s strategic emphasis is on the overhaul of core systems. Hexaware should nurture a diverse array of specialized consulting capabilities, thereby serving as a conduit for establishing prompt rapport with insurance carriers.