Hexaware

Leader

"Hexaware's digital supply chain and aftermarket services elevate business performance by enhancing operational efficiency and profitability. The company collaborates with clients to cocreate AI-powered, industry-specific solutions."

Swadhin Pradhan

Overview

Hexaware is headquartered in Mumbai, India. It has more than 31,500 employees across 28 countries. In FY24, the company generated $1.4 billion in revenue, with Financial Services as its largest segment. Hexaware's AI-led training platform accelerates skill development with scalable, personalized learning, while its governance solution ensures real-time operational visibility, quality control and regulatory compliance across dynamic manufacturing environments. Its *AIFirst, CloudFirst* strategy supports advanced operations and connected manufacturing ecosystems serving automotive, hitech and industrial firms.

Strengths

Technology-focused solutions: Hexaware leverages advanced software and tools to optimize scheduling, remotely monitor equipment performance and provide timely maintenance and support. This approach ensures minimal downtime and seamless operations, enhancing CSAT and maximizing equipment reliability. Hexaware's GenAI solutions enhance demand forecasting, supply chain modeling and aftermarket service design.

Expanding and growing partner ecosystem: Hexaware drives ecosystem-led innovation by forming strategic alliances with leading hyperscalers and technology providers, including AWS, Microsoft, Google, Salesforce, SAP and Oracle. These alliances enable the cocreation of AI-powered, go-to-market solutions tailored for the manufacturing sector. This synergistic model enhances innovation, accelerates digital transformation and scales modernization across global supply chains and aftermarket services.

Advanced platforms, frameworks and accelerators: Hexaware's portfolio includes advanced operational intelligence platforms, Configure-Price-Quote (CPQ) automation tools and supply chain control towers that facilitate real-time visibility and data-driven decision-making. Hexaware's approach aligns with the emerging trend of SCaaS, supporting scalable and adaptive supply chain operations.

Caution

Hexaware must demonstrate broader adoption of platforms across diverse manufacturing segments to expand the impact of its SCaaS and smart factory solutions. Demonstrating measurable ROI from GenAI-led forecasting and aftermarket services will be key to maintaining innovation and building client trust.