

Hexaware



"Hexaware's combination of Workday Illuminate, Sana, proprietary accelerators and outcome-based managed services positions the company as a trusted partner for sustained Workday value realization."

Ashwin Gaidhani

Overview

Hexaware is headquartered in Mumbai, India. It has more than 33,700 employees across 34 countries. In FY25, the company generated \$1.5 billion in revenue. In the U.S., Hexaware positions its performance and optimization services around AI-enabled application management, continuous enhancement, release management and platform-native automation. The company combines L2 and L3 AMS, Workday release governance and testing automation through AMAZE® for ERP with Integration Factory assets and intelligent operations powered by Workday Illuminate and Sana.

Strengths

AI-powered AMS excellence: Hexaware's U.S. managed services portfolio combines L2 and L3 support, enhancement services, security administration, integration monitoring, issue resolution and governance across core HCM, talent, compensation, time, security and integrations. In one published U.S.-based AMS engagement, the combination of these services delivered 30 percent fewer recurring incidents, 25 percent faster response to business requests and 40 percent improved release readiness.

Release and change governance: Hexaware has established a repeatable framework for managing Workday updates through release assessments, testing, validation, deployment support and enhancement governance. The framework combines release-readiness

reviews, regression testing, impact analysis and adoption planning to help organizations adopt new Workday functionality with minimal disruption, including AI-enabled features and continuous updates.

Automation-driven optimization: Hexaware's investment in operational accelerators is a key differentiator. These accelerators include AMAZE® for ERP, Integration Factory, Report Builder, Configuration Loader, Tenant Maintenance Tool and AI-enabled platforms. Integration Factory houses over 5,000 reusable integrations, while Report Builder provides more than 3,000 reusable reports. These assets help streamline optimization activities, and U.S. engagements have shown 30 percent lower integration effort, 40 percent lower data harmonization costs and measurable savings.

Caution

As Hexaware expands its AI-led managed services portfolio, it can strengthen differentiation by packaging industry-specific optimization blueprints that combine AMS, automation, benchmarking and continuous enhancement into outcome-focused operating models.