Hexaware

Leader

"Hexaware offers comprehensive application management services, employing an outcome-based approach covering the build, transform and run stages. It follows a pay-per-service model with a catalogue-based offer. It is a Leader in this quadrant."

Rodrigo Barreto

Overview

Hexaware is headquartered in Mumbai, India. It has more than 28,500 employees across 54 offices in 19 countries. In FY22 the company generated $1.2 billion in revenue, with Financial Services as its largest segment. Hexaware transforms customer experience with seamless cross-integration of Salesforce platforms. Hexaware uses a combination of its intellectual property and Salesforce-provided tools to deliver results as part of its Managed Application Services. The company has one office in the U.K., with more than 65 Salesforce professionals.

Strengths

Proprietary tools: Hexaware's RapidX™ for dashboarding offers enterprise-level dashboards that use business intelligence to generate insights into organisational operations and performance. Leveraging its Tensai® platform, Hexaware drives ITSM optimisation and automation and delivers bot-based services to reduce costs. Moreover, the company provides proprietary license optimisation and test assessment tools.

Value-driven approach: Hexaware delivers end-to-end application management by integrating an automation-led, sustainable, cost-reduction framework with value-driven transformation. This outcome-based approach spans an implementation lifecycle's build, transform and run stages.

Catalogue-based offer: Hexaware offers three distinct support packages — Admin, Admin Plus and Development Support — along with incident management, enhancements, user management, license optimisation and a range of other offerings. It offers a pay-per-service model based on item complexity.

Core cloud services: Hexaware offers user management and administration services for Salesforce core clouds and assists clients with key configuration activities through premium services. Additionally, it supports Lightning migration via its Lightning adoption toolkit and guides clients in onboarding new users, resolving teething issues and boosting user adoption.

Caution

Despite having a well-sized workforce of Salesforce consultants for a U.K.-based midmarket practice, Hexaware needs to improve the number of certified professionals onshore. Investing in relevant certifications for staff who are not yet certified could enhance its market standing.