

# Hexaware



“Hexaware’s ServiceNow consulting delivers strategic value to its clients by charting out long-term, sustainable value realization paths for this critical end-to-end enterprise workflow platform.”

*Tapati Bandopadhyay*

## 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 excels in harmonizing processes and transforming services through strategic ServiceNow platform convergence, addressing key pain points and maturing client capabilities. Its expertise leads to streamlined operations and enhanced innovation across industries. Hexaware operates four onshore delivery centers in the U.S., including a CoE in Atlanta.

## Strengths

### Supporting changing business needs

**with ServiceNow:** Leveraging the versatile ServiceNow platform, Hexaware has developed a spectrum of innovative solutions tailored to address the dynamic needs of businesses across various industries. Its commitment to innovation extends beyond technology, encompassing a client-centric approach that prioritizes understanding unique business needs and delivering tailored solutions. Hexaware’s customer cases show comprehensive support at every stage of the journey with a dedicated focus on continuous improvement, whether implementing ServiceNow for the first time, migrating from legacy systems or expanding existing deployments.

## Catalyzing digital transformation with

**ServiceNow:** Hexaware’s partnership with ServiceNow continues to thrive with a cascade of strategic endeavors and pioneering announcements to catalyze global digital transformation for clients.

### Bespoke industry-specific applications

**on ServiceNow:** Hexaware’s ServiceNow consulting focuses on developing interesting and complex industry-specific offerings targeting key sectors such as healthcare, finance and manufacturing. This focus reflects Hexaware’s commitment to delivering bespoke solutions that drive sector-specific digital evolution.

## Caution

Hexaware should consider building and articulating customer case studies on leveraging ServiceNow as a unified platform for service innovations. This approach will help set best practice examples across platforms and showcase the depth of its expertise and client-centric approach.