



“Hexaware’s customer-centric ServiceNow managed services mark a shift in clients’ strategic priorities in the U.S. market. The company’s focus on sustained optimization and value realization helps clients manage costs better.”

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Hexaware

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. Leveraging deep ServiceNow expertise, Hexaware offers comprehensive support, including specialized industry applications such as CAPA for healthcare. Their managed services optimize operations and enhance client experience in targeted sectors. Hexaware operates four onshore delivery centers in the U.S., including a CoE in Atlanta.

Strengths

Customer-centric managed services:

In 2023, Hexaware’s ServiceNow managed services marked a paradigm shift, blending advanced technology with a customer-centric approach to drive business success. By harnessing the power of GenAI and integrating seamlessly with Now Assist, Hexaware is empowering client teams to unlock new levels of efficiency, innovation and organizational value.

Scalability and flexibility in ServiceNow

managed services: Hexaware’s ServiceNow managed services offerings in 2023 emphasized scalability and flexibility, ensuring that solutions could adapt to clients’ changing needs and growth trajectories.

Strategic partnerships:

Hexaware’s GenAI services plan to stretch beyond traditional automation through strategic alliances for service innovation. By employing ML algorithms to analyze historical data and predict future trends, this proactive approach enables predictive maintenance, preemptive problem resolution and enhanced decision-making. This results in significant cost savings and overall improvement in service quality.

Caution

Hexaware should consider benchmarking scalable and dynamically optimized ServiceNow managed services and customer success storyboards regarding these offerings. It must effectively communicate these benchmarks with ServiceNow within the U.S. market.