

Hexaware Secures Number One Spot in 2017 UK Outsourcing Study

- *Achieved the highest level of satisfaction in the UK IT Services industry, with a General Satisfaction score of 84%; ranks first in Application Development, Maintenance and Testing satisfaction*
- *Hexaware ranks second in KPIs across Service Delivery, Account management, Proactivity, Business Value Understanding, Contract Flexibility KPIs*
- *Ranks third in Innovation & Transformation Quality KPIs*

Mumbai, 5 October 2017: Hexaware Technologies Ltd, the fastest growing automation-led, next generation provider of IT, BPO and consulting services, today announced that it has been placed the highest in the overall satisfaction ratings, in 2017 UK IT Outsourcing Study, conducted by Whitelane Research and PA Consulting Group.

The 5th annual UK IT Outsourcing Study, conducted by Whitelane Research, in cooperation with PA Consulting Group, evaluates more than 800 unique IT outsourcing contracts held by over 250 of top IT spending organizations in the United Kingdom. The survey provides a comprehensive overview of the IT outsourcing landscape in UK and 33 significant IT service providers were ranked based on their clients' perception.

The study revealed that 65% of respondents in the study confirm that they will continue to outsource at the same rate or more. This year, innovation is important for organizations and outsourcing is used as a lever for this. The positions of key IT service providers were based on different parameters, divided into four dimensions – Service delivery, Relationship, Commercial and Transformation.

Hexaware along with another IT service provider have been ranked number one with a general satisfaction score of 84. Hexaware ranks first in Application Development, Maintenance and Testing satisfaction. The company ranks second on various KPIs like Service Delivery, Account Management, Proactivity, Business Value Understanding and Contract Flexibility KPIs. It has also ranked third on Innovation and Transformation Quality KPIs.

“This is a very proud moment to have been yet again recognized as the top performing organization in UK. Our two-pronged Shrink IT Grow Digital strategy, along with our customer-first mindset is reaping great dividends.” said **Amrinder Singh, Senior Vice President- Europe Operations, Hexaware Technologies Ltd**. Further added, “This recognition is a validation of our superior service, robust partnerships, ‘Executive Attention’ and strong footholds in UK and Europe.”

Hexaware has a strong European presence with its offices in UK, Germany, Netherlands and Romania. The company's local presence has helped it serve some of their top notch customers across these regions.



Press Release

About Whitelane Research

An independent organisation uniquely focused on and dedicated to (out)sourcing research and events.

IT Outsourcing Research Studies: Extensive IT outsourcing studies in different countries based on the opinion of CIOs of the largest IT spending organisations on their outsourcing plans and service providers.

End-User/Service Provider Events: The objective of our events is to exchange ideas between end-users and service providers about different outsourcing themes and how to achieve better (win-win) sourcing relationships.

Best Practices Groups for End-Users: A forum exclusively for corporate executives who use sourcing as a significant part of their business strategies, allowing them to confidentially share ideas and information about their sourcing relationships.

For more information please visit www.whitelane.com.

About PA Consulting

An independent firm of over 2,600 people, we operate globally from offices across the Americas, Europe, the Nordics, the Gulf and Asia Pacific. We are experts in consumer and manufacturing, defence and security, energy and utilities, financial services, government, healthcare, life sciences, and transport, travel and logistics.

Our deep industry knowledge together with skills in management consulting, technology and innovation allows us to challenge conventional thinking and deliver exceptional results that have a lasting impact on businesses, governments and communities worldwide.

Our clients choose us because we don't just believe in making a difference. We believe in making the difference.

www.paconsulting.com.

About Hexaware

Hexaware is a fast growing IT, BPO and Consulting Company. Our focus is to help customers Shrink IT to eliminate costs and improve delivery of commodity IT, using automation and technology. Transforming customer experience is at the heart of our Grow Digital strategy. We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Travel, Transportation and Logistics. We deliver highly differentiated services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.



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Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce. Learn more about Hexaware at <http://www.hexaware.com>.

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Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.

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