

# HEXAWARE

## Overview

Hexaware is a global IT consulting provider with a strong focus on cloud-based solutions. The company has its headquarters in Mumbai, India, and the Salesforce practice has its main locations in the U.S. The Salesforce practice was founded in 2010 and has shown significant growth in recent years. Hexaware has more than 500 resources dedicated to the Salesforce practice, of which more than 150 carry Salesforce certifications.

## Strengths

**Full-service portfolio:** Hexaware provides complete and outcome-based managed application services for Salesforce, including incident management, SLA management, automation objectives and bot development for automated processing of incident resolution. The quality of an application is continuously monitored with Hexaware's health assessment, as well as with sophisticated data quality management using various tools for avoiding duplicates, reducing data volumes, archiving and more.

**Focus on automation:** The company increasingly focuses on the use of automation wherever possible to reduce efforts and related costs. The offering includes the use of ServiceNow for highly automated incident and problem management.

**Dashboard solution for service quality monitoring:** With HexaView, the portfolio includes a visualization tool for service quality monitoring that is easy for the client to understand and follow. This supports the adherence to SLAs and the definition of corrective measures where necessary.

**Improved outcome-based service model:** Hexaware is working on an improved managed service offering for midmarket clients, which will be an outcome-based model with user licensing. It will include the essential components of application management, such as user management, incident management and monitoring and, upon request of the client, specified buckets for enhancements.

 **ISG** Provider Lens™

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## Caution

Hexaware's portfolio primarily focuses on the technological aspects of managed application services. The improvement of the business processes that are supported by the respective Salesforce application should be given more consideration, for example, by continuous business process monitoring.



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Hexaware is a highly capable provider of outcome-based and complete managed application services for Salesforce.

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