



Hexaware Agile Development & DevOps Services

Vendor Assessment
Report Abstract

January 2020

By David McIntire
IT Services
Research Director
NelsonHall

7 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Agile Development and DevOps Services Vendor Assessment for Hexaware is a comprehensive assessment of Hexaware's Agile Development and DevOps services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for Agile Development and DevOps services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Application Development services sector.

Key Findings & Highlights

Hexaware Technologies is an IT services and BPS vendor headquartered in Mumbai, India. It had calendar year (CY) 2018 revenues of \$678m. Its headcount at the end of CY 2018 was 16,205. Hexaware is majority owned by Baring PE Asia, which holds a ~63% stake. Baring PE Asia also holds a ~30% stake in NIIT Tech.

Hexaware has a well-developed client base in BFS (accounting for 43% of its revenues in 2018), with strengths in healthcare and insurance (18%), travel and transportation (11%), and manufacturing, consumer, and others (28%). The company's client base is U.S.-centric, with the Americas representing 77% of its revenues.

Hexaware has overall corporate focus on capabilities aligned with driving increased business agility; this includes three overarching priorities:

- Automate everything: Hexaware has defined an objective of having ~50% of its workforce be digitally enabled by 2020, with non-digital services being increasingly automated
- Cloudify everything: shifting to virtual environments
- Transform customer experience: increasing integration of systems of record and systems of engagement.

In June 2019, Hexaware expanded its client-proximate digital consulting and experience with the acquisition of Mobiquity, digital customer experience partner for AWS, for \$182m.

Hexaware had ~\$243m in application development and maintenance revenues in 2018, accounting for ~36% of total CY 2018 revenues of ~\$678m.

Of these ADM revenues, NelsonHall estimates agile development and DevOps services account for 75% or ~\$182m. NelsonHall further estimates that the agile and DevOps services will rise to ~\$195m in 2019.

Hexaware has developed a series of offerings to enable clients to evolve to agile and DevOps. Specific activities include the following consulting and advisory activities:

- Conduct maturity assessment using its defined maturity assessment framework and Agile BizDevOps scorecard
- Evangelize Agile BizDevOps through pilots/PoCs and offering BizDevOps labs as a service
- Define and implement Hexaware Agile BizDevOps platform to support continuous integration and continuous deployment.

Hexaware's agile and DevOps capabilities are comprised of the following workforces:

- ~4k agile consultants
- ~750 certified agile consultants
- ~200 DevOps consultants.

Hexaware sees broad uptake of agile development and DevOps services particularly in its BFS, transport, and retail sectors, where clients are looking to instill agile across the enterprise, not solely for application development.

Its clients are almost universally leveraging distributed agile models, with the majority of the teams located in remote delivery centers.

Clients are also looking for new contractual relationships tied to realizing agreed outcomes. Hexaware primarily focuses on offerings cost per story point models based on an assessment completed upfront and a level of staggered productivity over the life of the arrangement.

While the majority of its clients work is focused on Hexaware delivering application development services through the use of agile development and DevOps, it does have three separate engagements in which it is working with clients to deliver global enterprise transformations.

Scope of the Report

The report provides a comprehensive and objective analysis of Hexaware's Agile Development and DevOps service offerings, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.



Contents

1. Introduction
2. Offerings and Capabilities
3. Delivery Capability
4. Client Examples
5. Strategy
6. Strengths & Challenges

Report Length

7 pages

Report Author

David McIntire

david.mcintire@nelson-hall.com

Forthcoming Profiles

Atos, Capgemini, CGI, Cognizant, CSS Corp, DXC Technology, Infosys, LTI, Mphasis, NIIT Tech, Sopra Steria, TCS, Tech Mahindra, Virtusa.