

IT Services: Salesforce Services

Hexaware

Report Abstract

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Ten pages

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Who is This Vendor Assessment For?

NelsonHall's Salesforce services profile on Hexaware is a comprehensive assessment of Hexaware's offerings and capabilities, designed for:

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

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Hexaware's offerings and capabilities in Salesforce services.

Hexaware Technologies is an IT services and BPS vendor headquartered in Mumbai, India. It had revenues of \$793m in calendar 2019 and a headcount of 22k at the end of H1 June 30, 2020. The company is privately-owned by PE Baring.

The company formally created its Salesforce practice in 2017. Before, the company had Salesforce capabilities across its units. Hexaware found the marketplace was already competitive in Sales and Service Clouds. It decided to differentiate its capabilities. Hexaware focused on Platform and Community Cloud, to help clients develop their applications on top of Salesforce (Platform) and create client-specific portals (with a focus on UX).

Also, Hexaware decided to focus on the Health Cloud, which Salesforce had launched in 2015. Health Cloud has become a significant business for Hexaware, with the company formalizing in 2019 its healthcare expertise through the launch of Carrot Cube, a Lightning Bolt accelerator. Carrot Cube runs on Health and Community Clouds and is a patient engagement application that targets service providers.

Currently, Hexaware's Salesforce practice is a horizontal service line within the Transform Customer Experience (TCX) service line. TCX focuses on experience design, omnichannel, AR/VR along with Salesforce. By being part of TCX, the Salesforce practice (SP) highlights its current focus on CX.

SP includes MuleSoft capabilities but does not include Tableau Software capabilities that are in another unit of Hexaware. In total, across Salesforce and Tableau, Hexaware has ~500 practitioners focused on the Salesforce service opportunity.

Scope of the Report

The report provides a comprehensive and objective analysis of Hexaware' Salesforce service offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- 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 offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

Salesforce Service Vendor Assessments also Available for:

- Accenture
- Capgemini
- Cognizant
- DXC
- Grazitti
- IBM Bluewolf
- Infosys
- Mindtree/Magnet360
- NTT DATA
- Sopra Steria
- TCS
- T-Systems
- Wipro.

About The Author

Dominique Raviart is the IT Services Practice Director at NelsonHall, with global responsibility for IT Services research programs.

Dominique covers IT Services research in the areas of Software Testing/QA, Big Data and Analytics Services, Salesforce services, and IoT Services. Dominique has been part of NelsonHall's IT Services analyst team since 2007, providing comprehensive and insightful coverage of IT services markets in the world. In particular, he is widely known for his extensive knowledge and coverage of software testing, having examined recently digital testing and DevOps/continuous testing. Dominique assists both buy-side and vendor organizations in assessing opportunities and supplier capability across IT service lines.

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