

Hexaware

Hexaware's AIOps methodology comprises three phases starting with a client's IT operations monitoring (ITOM) maturity rated on a five-point scale ranging from reactive operations to autonomous operations. This is followed by establishing a functional AIOps platform to support the current ITOM. The final stage is to transparently monitor, track and improve the key performance via the platform. The company has strong presence across the commercial AIOps tooling with about 215 resources trained on Elasticsearch, 160 on AppDynamics, 200 on Atlassian, 110 on New Relic® One and 285 on ServiceNow IT operations management.

Hexaware has developed multiple in-house tools such as Tensai, an end-to-end automation platform for automation. The platform is also used for integrated governance and metrics reporting with predictive analytics capabilities. Hexaware has more than 90 implementations of the Tensai platform and 13 implementations of HexaView across its AMS projects.

Hexaware has achieved around 27 percent of task automation and 18 percent of incident elimination across its managed application services projects. It has elaborative operational excellence case studies across the hospitality, healthcare, fitness, financial services, airline, shipping and manufacturing industries.

The company has a wide presence of FTEs across application areas. These include 1,190 resources aligned to tier-1 ERP platforms such as SAP and Oracle, 550 to business intelligence and big data and analytics tools, 820 to CRM systems, 330 to enterprise application integration systems and about 200 to SCM.

