

HEXAWARE

Overview

Founded in 1990, Hexaware Technologies is a global IT consulting and digital solution service provider. Headquartered in Mumbai, India, it has approximately 19,833 employees globally and 37 offices across the world. It has 26 delivery centres globally, including five in Europe, the Middle East and Africa. In the UK, the company is headquartered in London. Hexaware has FTEs dedicated to AIOps in the UK, and generates about a fifth of its global AIOps revenues from the region. It delivers AIOps primarily through its Tensai™ intelligent automation platform.

Strengths

Range of AIOps platforms: Hexaware's Tensai™ platform is available in different versions, designed to automate different aspects of an enterprise's IT operations. For example, Tensai™ AIOps is an AI-powered framework for automating application and maintenance across the IT stack; Tensai Release automates the application release cycle; and Tensai™ Assurance is focussed on autonomous testing of applications and services.

Composable, open-source architecture: For enterprise clients that are worried about future technical debt or technology lock-in, a key attraction of the Tensai™ for AIOps platform is its modular design built on open-source or open-standard tools. This also means that clients need to only choose the components they need and can benefit from the best-of-breed tools in the market.

Choice of engagement models: Enterprise clients can access Hexaware's Tensai™ for AIOps via three different engagement models—managed service based on SLAs, charging based on discrete automation opportunities, and automation as-a-service with outcome-based pricing.

Industry traction: Hexaware has delivered AIOps solutions for many blue-chip clients, including a well-known auction house in the UK. Its AIOps for this client resulted in a 24 percent reduction in alert noise, a reduction in false-positive alerts by 50 percent, and a reduction in mean time to resolution (MTTR) of 20 percent.

Caution

Hexaware should accelerate its plans to move towards actionable and zero-touch IT operations, for example, by increasing its use of machine learning algorithms and context-aware bots for incident resolution.



2021 ISG Provider Lens™ Leader

With its highly modular, open-source architecture and variety of platforms and engagement models, Hexaware has become a Leader in the UK AIOps space.