Hexaware

Leader

"Hexaware's automation technology enables timely customer delivery and minimizes inaccuracy."

Ashwin Gaidhani

Overview

Hexaware is headquartered in Mumbai, India and operates in over 30 countries, with more than 24,200 employees in 37 global offices. In FY21, it generated $971 million (+14.9 percent YoY) in revenue, with financial services as its largest segment. Hexaware Tensai™ for AIOps enables organizations to increase speed and resilience for higher cost efficiencies. With nearly 300 FTEs, the company expects its revenues and customer base to grow by 20–30 percent in 2022.

Strengths

Optimizing business performance: Tensai™ AIOps aims to enable continuous run optimization by accelerating IT automation, enhancing productivity, boosting resilience and efficiency, and increasing revenue. It is a unified platform with an AI orchestration engine that offers deep insights to help clients realize value — a unique selling proposition presented by the company.

Proactive identification of business-critical issues using AIOps: The intelligence grid has machine learning and aggregation functionality elements to automate the analysis of time-series data by listing accurate baselines of expected behavior and determining irregular patterns. These attributes simplify the identification of resources that significantly influence business outcomes like service downtime, disruption and availability.

Advanced capability to address complex automation: The automation suite framework involves phases that help identify use cases. This also helps in de-risking and avoiding any adverse impact of automation deployment. Hexaware has designed a matrix to evaluate the complexity of automation and to map the technology accordingly to categorize intelligent automation.

Caution

Hexaware's AIOps offerings have matured over the years. Improving the ability to identify connected service impairments and process disruptions will help improve efficiency and business service reliability.