

# Hexaware



“Hexaware Tensai™ enables enterprise automation with a unique Automate Everything approach.”

Ashwin Gaidhani

## Overview

Hexaware (part of the Carlyle Group) is headquartered in Mumbai, India, and operates in more than 30 countries. It has 24,200 employees across 37 global offices. In FY21, the company generated \$971 million (+14.9 percent YoY) in revenue, with financial services as its largest segment. Hexaware provides a proprietary automation platform called Tensai™ for Operations. It offers automation-as-a-service to lower costs and increase efficiency for enterprise clients. Overall, it has about 220 global clients.

## Strengths

**Partner-agnostic solutions:** Hexaware offers a flexible platform that allows customers to choose from wide portfolio of Tensai™ platform. It continues to invest in key strategic partnerships to bring the best-of-breed solutions and integration options to its automation platform and add value for its customers.

### **Synergies with Carlyle’s portfolio:**

After the acquisition by the Carlyle Group in November 2021, Hexaware is expecting accelerated growth owing to synergies from Carlyle. It can leverage the portfolio of over 200 clients from the U.S.-based parent firm to extend its offerings to some of these enterprises.

## Automate Everything model:

Hexaware’s proprietary automation platform Tensai™ for Operations is based on its Automate Everything principle. The platform has a comprehensive set of tools and technologies to support end-to-end orchestration and automation, including RPA, OCR, process discovery and mining, speech processing, AI/ML and NLP. The unified platform offers enterprises complete automation across the three dimensions of agility, experience and efficiency.

## Caution

Hexaware should ramp up its partnerships with academic institutions to innovate and develop cutting-edge solutions. This will help Hexaware further strengthen its market positioning with a differentiated offering and build a skilled resource pool.