Leader

"Hexaware's Tensai® platform supports the full spectrum of client technology stacks in an efficient and knowledge-optimized manner."

Ashwin Gaidhani

Hexaware

Overview

Hexaware is headquartered in Mumbai, India and operates in 19 countries. It has more than 28,500 employees across 54 global offices. It also has U.S. headquarters in Iselin, New Jersey. In FY22 the company generated $1.2 billion in revenue, with Financial Services as its largest segment. Hexaware's prescriptive AIOps enable real-time observability, proactive anomaly detection, event correlation, synthetic monitoring, trace analysis and dynamic thresholding. The company incorporates a shared services model to further services penetration across enterprises in varying revenue brackets. The latest capabilities include proactive user journey monitoring, streamlined log management and population-based anomaly detection.

Strengths

Tensai® platform: Hexaware's Tensai® platform delivers end-to-end IT management and automation for clients with a complex IT infrastructure mix across hybrid platforms, clouds, legacy systems and apps. It is the foundation of Hexaware's platform-based service delivery model, enabling efficient management and monitoring of complex, evolving, siloed and distributed applications across industries.

Full-spectrum AIOps: Hexaware enables clients to adopt AIOps' best practices and achieve outcomes across their entire spectrum of technology and app infrastructure for business. Tensai® supports the spectrum from orchestration to agile build support to management, monitoring and reporting on clients' entire enterprise technology universe.

Pre-prod as a service support model: The pre-prod as a service model from Hexaware enables clients to deploy and provision software on-demand at the click of a button, reducing the product cycle time significantly and improving the user experience significantly. The stack reference architecture, by default, covers Java, .Net, Ruby, iOS and Android-based underlying platforms with the ability to plug applications on top of the layer.

Caution

Hexaware can further develop specific go-to-market (GTM) positioning, messaging and AIOps best practices by strengthening its Tensai® platform and tools storyboards with client- and industry-specific operational outcomes as quantifiable examples and ranges that can eventually serve as industry benchmarks for AIOps.