

Hexaware



Leader

“Hexaware offers robust cloud managed services through its integrated Tensai® and Amaze® platforms, which include AIOps, FinOps and self-healing capabilities to reduce noise and improve operational efficiency across multicloud estates.”

Shashank Rajmane

Overview

Hexaware is headquartered in Mumbai, India. It has more than 31,500 employees across 28 countries. In FY24, the company generated \$1.4 billion in revenue, with Financial Services as its largest segment. In managed cloud services, Hexaware has tightened its multicloud run model around productized partnerships and codified operations. It has recently secured the AWS Data & Analytics Competency and has advanced to AWS Premier Tier Services Partner status, growing its partnerships with Microsoft and Google. In the U.S., the company has opened its global business headquarters in New Jersey to enhance onshore leadership and improve delivery proximity for U.S. managed estates.

Strengths

AI-first approach for CloudOps: Hexaware’s Tensai® and Amaze® platforms use AI and ML to combine full-stack observability with AI-led correlation and self-healing, reducing incidents and accelerating remediation. The firm has over 750 bots for proactive remediation and knowledge creation, with integrated GenAI for ticket summarization and closure workflows. This shift moves efforts from triage to prevention, speeding up runbook execution for U.S. enterprises.

Resiliency automation at scale: Hexaware automates disaster recovery (DR) and failover/failback across complex estates, exemplified by U.S. enterprises where automated data center builds and one-click DR achieved 99.99 percent resiliency, a 5 times faster time to market and

reduced TCO via asset reconciliation. As a result, the company met client recovery objectives using repeatable pipelines rather than ad-hoc scripts.

Embedded FinOps discipline: Hexaware integrates FinOps frameworks deeply into its managed services, offering real-time cost visibility, AI predictions and optimization levers, with built-in policy enforcement and tagging. The company realized 20–30 percent of cost-optimization potential, reserved-capacity planning, anomaly detection and chargeback/showback practices. This approach offers U.S. enterprises continuous transparency and facilitates faster budget adjustments.

Caution

A major portion of Hexaware’s public cloud revenue comes from the financial services sector. Negative market conditions in this industry could place the provider at high risk. Hexaware should consider diversifying its client portfolio by targeting companies in other industries.