



"Hexaware's Tensai® platform with agentic AIOps capabilities delivers measurable gains through intelligent RCA, full-stack observability and secure automation. Its flexible architecture and innovation road map make it a preferred choice in enterprise AIOps transformation."

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Hexaware

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. Hexaware's AIOps portfolio combines agentic AI, GenAI accelerators and tool-agnostic observability to deliver secure, scalable and intelligent IT operations. With over 15 years of experience, more than 300,000 managed assets and over 2 million incidents auto-resolved, Hexaware enables faster RCA, reduced MTTR and proactive incident management. Its Tensai® architecture supports integrated IT automation, while its innovation road map ensures future-ready transformation.

Strengths

AI-driven observability and RCA suite:

Hexaware's AIOps portfolio provides a comprehensive suite of AI-powered capabilities that encompass both operational intelligence and UX enhancement. From voice and contact center copilots to agentic AI-based ticket generation and diagnostics, Hexaware integrates advanced RCA techniques that include agentic and topology-based RCA, predictive and preventive analytics and anomaly detection.

Scalable architecture with secure

autonomy: Hexaware's Tensai® Agentic AI reference architecture enables secure, human-supervised autonomy across IT operations, leveraging LLMs, SLMs and agentic workflows for contextual automation and continuous learning. The inclusion of

unified full-stack observability powered by GenAI ensures real-time visibility, faster incident resolution and proactive system health management across complex enterprise environments.

Proven outcomes: For a global investment firm, Hexaware implemented an AI-driven observability solution using the Elastic (ELK) stack to address high alert volumes and prolonged incident resolution times. By integrating ML for anomaly detection and creating a topology-aware RCA, the project reduced alert noise by 80 percent, cut manual troubleshooting effort by 60 percent and decreased MTTR by 43 percent.

Caution

Hexaware should strengthen its AIOps automation presence in the U.S. by expanding its ethical AI capabilities and enhancing its Tensai® platform with more transparent and responsible AI to build trust and deliver consistent value for enterprise-scale operations.