

# 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.



"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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