



Leader

"Hexaware's IEA services embed AI into core enterprise functions to empower U.S. organizations with accelerated decision-making, streamlined operations and strengthened regulatory compliance across business processes."

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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 automation practice is built on a foundation of over a decade of experience, supported by a global team of approximately 3,614 automation consultants. Its engagements span over 275 clients, reflecting a deep understanding of varied business environments. The practice encompasses RPA, agentic AI, GenAI, process discovery and mining, staff augmentation, bot management and support, and dynamic workflow automation.

Strengths

Industry-specific automation and agentic AI solutions:

Hexaware's domain-specific agentic AI solutions portfolio includes intelligent agents for finance and accounting (invoice processing, fraud detection), HR (document verification, onboarding automation), banking and fintech, insurance and content creation. These solutions are designed to operate autonomously, learn from human feedback and adapt to evolving business contexts.

Technological breadth and integration capability:

Hexaware's automation solutions are powered by a robust and diverse technology ecosystem, integrating platforms such as UiPath, Power Automate, Automation Anywhere and Blue Prism, alongside OpenAI and Meta's LLaMA for GenAI and agentic AI.

Cloud-native deployments on AWS, Azure and Google Cloud ensure scalability and security. Hexaware also leverages open-source frameworks, such as LangChain and LangGraph, to build customizable, agentic solutions that integrate seamlessly with enterprise systems and data architectures.

Integrated advisory-to-execution framework:

Hexaware delivers a comprehensive automation portfolio encompassing advisory, implementation and management services. Its services range from GenAI and agentic AI consulting to intelligent process automation and bot migration, culminating in robust orchestration, analytics and continuous optimization.

Caution

While Hexaware has made notable advancements in agentic AI for intelligent automation, the capabilities are still evolving. It should actively guide clients to expect iterative development, where solutions are progressively refined based on feedback, domain context and emerging AI advancements.