

# Hexaware



“Hexaware combines consulting led design with AI Control Tower governance and insurance App Engine assets, helping U.S. enterprises implement faster while preserving auditability and upgrade discipline.”

*Tapati Bandopadhyay*

## Overview

Hexaware is headquartered in Mumbai, India. It has more than 33,500 employees across 28 countries. In FY25, the company generated \$1.54 billion in revenue. Hexaware executes consulting led ServiceNow programs that start with process, platform and strategy assessments and extend through architecture, OOTB/bespoke builds, AppDev/CoE enablement and DevOps style delivery. The practice reports 3,500 ServiceNow certifications, including six Certified Technical Architects and holds Elite and Top 25 global partner status. Hexaware aligns consulting and implementation roadmaps to agentic GRC/identity demand via its AI Control Tower for governance, lineage and ROI monitoring.

## Strengths

**AI Control Tower governance:** U.S. enterprises exploring agentic GRC and agent/machine identity can anchor consulting and implementation designs on Hexaware’s AI Control Tower, a governance layer for multi-model AI. Hexaware reports over 560 AI agents developed across use cases, alongside more than 100 Now Assist skills, over 25 AI workflows and several AI agents aligned to platform features.

**Consulting led entry:** Hexaware begins with process, platform and strategy assessments and moves to target architecture and implementation, combining OOTB patterns with selective customization. Delivery extends into AppDev/CoE setup and DevOps style execution, preserving upgrade discipline from the first release. This structure fits U.S.

demand for agentic GRC/identity and control, where Hexaware ties design choices to its AI Control Tower governance model.

**Platform observability tooling:** Hexaware deploys Hexaware Platform Inspector (HPI) to assess configuration, customization and integration health with prioritized remediations and Armor for process assessment ahead of major consulting and implementation programs. In one automation first engagement, the team reported 36,000 hours saved in the first month of go-live with 91 percent successful automated requests and MTTR under two minutes for automated flows, which are outcomes that demonstrate a usable baseline for modernization led consulting.

## Caution

Hexaware should broaden published outcome metrics beyond automation hours to include before/after architecture debt, data quality and release predictability, strengthening value-focused storytelling for U.S. modernization programs.