

Hexaware



“Hexaware fuses Hexaware Platform Inspector (HPI) and Armor diagnostics with AI Control Tower governance, converting ServiceNow estates into automation led run operations with measurable gains in MTTR, effort and stability.”

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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 delivers managed services through HexAssure, combining platform operations, enhancements and governed automation under a single operating model. With a heavy scale of certifications, it fosters around-the-clock operations and change velocity. The firm’s engagements start with HPI and Armor to baseline configuration debt, process gaps and integration drift, which it converts into an automation first backlog.

Strengths

Multi-entity run blueprint: Hexaware runs GBS/MSP patterns with domain separation and data isolation, enabling shared instance transitions and global consolidations under a single, governed model. A referenced program onboarded seven European entities to a single platform, introduced discovery and service mapping, centralized the CMDB and integrated single sign-on (SSO), endpoint tools and observability systems, with multilingual support.

AI governed AgentOps: Hexaware operates Now Assist and agentic workflows across L1/L2/L3 with a governance spine, an AI Control Tower, to supervise model usage, lineage and ROI in production. Tensai Agentic Mesh and the Decide–Evaluate–Verify–Adapt–Learn (DEVAL) lifecycle, which

orchestrate composite agents without bypassing approvals, complement this operation. The practice cites 100 percent Now Assist skills among staff, 25 percent AI workflows and packaged agents that shift documentation, triage and resolution steps from manual handling to auditable automation.

Integrated RiskOps model: Through its CyberSolve acquisition, Hexaware extends managed services into IRM, SecOps and TPRM, aligning risk and compliance with day-to-day operations. Case evidence shows customers expanding from core service operations into SecOps, business continuity management (BCM) and enterprise architecture once the platform reaches stability and reporting maturity.

Caution

As Hexaware strengthens its ServiceNow managed services, it can further benefit by standardizing outcome benchmarks, such as autonomous fix rates, MTTR deltas, CMDB health and cost to serve, so clients see comparable value across programs and renewal decisions accelerate.