Leader

"Hexaware is moving beyond the tool-first approach, which is typical of legacy providers, and instead delivering a systemic re-architecture of IT operations."

Meenakshi Srivastava

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. Hexaware's private hybrid cloud managed services deliver AI-led operations across on-premise and multicloud environments, combining consulting, migration, modernisation and managed services with AIOps, automation, FinOps, resiliency and end-to-end lifecycle management. Hexaware operates two main offices in the UK, in Birmingham and London, offering bespoke cloud solutions tailored to client needs, ensuring regulatory compliance and agility.

Strengths

AI-driven autonomous operations: Hexaware carries out a systemic re-architecturing of IT through its four-stage *Reimagined IT Ops* model, shifting from tools to persona-led autonomous operations. Using AgentVerse and more than 650 specialised agents, it digitalises around 65 IT personas (e.g., Linux Admins and EUC Ops), driving over 70 percent automation. This model helps large UK enterprises convert expertise into reusable digital logic, reducing cost-to-serve by up to 60 percent.

Cognitive incident resolution: Hexaware's Tensai® Reasoning Operations accelerates triage and diagnosis through intelligent agents while ensuring governance. Its Problem Ops Agent performs deep diagnostics across logs and telemetry, isolating faults 35-50 percent faster for P1/P2 incidents. In the UK, AI-driven deployments for speciality insurers have improved MTTR by 35 percent and reduced repeat incidents by 20 percent.

Unified AI and multicloud FinOps: Hexaware's Cloud Cost Assurance provides a unified view to optimise Cloud, AI and SaaS spend. It enables AI cost control by right-sizing GPU and TPU usage and eliminating inactive users. This practitioner-led, automated approach has delivered strong outcomes for UK insurers, including around 16 percent OpEx reduction and multi-million dollar annual savings.

Caution

Although Tensai AIOps and Cognitive CloudOps show strong results, scaling these consistently across legacy-heavy, multi-vendor estates can be a challenge. Hexaware should invest in standardised blueprints and industry-specific reference architectures to ensure repeatability and reduce dependency on customisation.