



“Hexaware brings enterprise-grade automation to the UK midmarket through its managed services, enabling true zero touch database operations.”

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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. Hexaware provides private hybrid cloud managed services that unify on premises and multicloud operations with AI powered CloudOps, FinOps and resiliency services to improve MTTR, control costs and deliver scalable, always on IT operations. 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

Simplified knowledge and triage

automation: Hexaware’s Knowledge Ops and Triage Ops agents provide immediate relief from operational resource exhaustion by automating the creation of SOPs and reducing ticket escalations. The Knowledge Ops Agent reduces manual runbook authoring effort by 50-70 percent, while Triage Ops improves first-touch resolution by up to 40 percent. These capabilities ensure that midmarket enterprises can maintain high service availability and operational freshness without requiring a massive internal pool of SMEs.

Rapid AI-ready infrastructure

modernisation: Hexaware empowers midmarket clients to achieve digital transformation at speed through its

amaze® and tensai® enablers, which have modernised over 500 applications and generated over 1,400 microservices. Its *automation-led NoOps* approach utilises infrastructure-as-code (IaC) for zero touch provisioning and automated cloud lifecycle management, reducing manual deployment efforts by 40 percent.

Holistic and secure database operations:

Hexaware’s DB360 managed services provides midmarket accounts with enterprise-grade security and zero touch automation across hybrid environments, including SQL, Oracle and open-source engines. By automating patching, failovers and compliance evidence collection, Hexaware reduces the need for costly in-house database administrators and minimises human intervention risks.

Caution

While Hexaware offers multiple pricing models (such as asset-based, gain-share and XLAs), midmarket clients typically prefer predictable and simplified pricing. Hexaware should streamline commercial constructs and emphasise outcome-based pricing tailored to smaller deal sizes.