

Hexaware



Leader

"Hexaware differentiates Azure managed services through an agent-first, automation-driven operations model that integrates AI-enabled CloudOps, FinOps and governance to deliver resilient, efficient and continuously optimized environments."

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Overview

Hexaware is headquartered in Mumbai, India. It has more than 33,800 employees across 34 countries. In FY25, the company generated \$1.5 billion in revenue. Hexaware provides autonomous, agent-driven cloud operations that extend Azure's native IaaS and PaaS controls. The company emphasizes run-phase automation across hybrid cloud and multicloud estates, integrating CloudOps, FinOps, AIOps and AgentOps within a single operational model. Its services focus on measurable reliability, cost optimization and operational consistency, supported by proprietary agent frameworks and Azure-aligned observability, cost and remediation architectures.

Strengths

Agent-based enterprise automation:

Hexaware has industrialized Azure managed services through reusable platforms, standardized blueprints and proprietary operational IP. Its modular platforms integrate automation, monitoring, security and compliance, while infrastructure as code blueprints enforce architectural and governance standards. Proprietary assets such as Tensai® AIOps and Tensai® 360 Insight enable AI-driven monitoring, predictive analytics and proactive remediation, supporting scalable, resilient and continuously optimized Azure operations.

AI-enabled FinOps and governance:

Hexaware embeds AI-driven cost intelligence and governance into Azure managed services

to enable proactive spend monitoring, optimization and usage controls. This approach supports financial transparency, budget discipline and sustained cloud efficiency without preserving operational agility.

High automation maturity: Hexaware's managed services delivery emphasizes sustained automation across L1-L2 operations, complemented by agent-assisted escalation for complex scenarios. This balance enables scalable service delivery while preserving control, explainability and operational accountability.

Caution

Hexaware offers industry-specific Azure consulting, migration and managed services that integrate GenAI and agentic workflows. It could further strengthen its U.S. market positioning by codifying and formalizing its AgenticOps, ITOps, AIOps and FinOps benchmarks to demonstrate greater operational maturity and consistency.