Hexaware

Leader

"Hexaware advances insurance ITO by combining its Amaze®, RapidX®, Agentverse™ and Tensai® automation suites with insurance domain expertise to deliver AI-led transformation."

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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 $1.54 billion in revenue. It has over 600 AgentVerse Agents. With Financial Services as its largest segment, Hexaware operates a dedicated insurance ITO practice across Commercial, Specialty, Personal, and Life & Annuities. Backed by 2,900 insurance SMEs, 79 global broker and insurer clients, and a 99 percent AI-certified workforce, it combines AI-led platforms and automation suites, including Amaze®, Tensai®, Agentverse™ and RapidX®, with domain expertise to deliver transformation outcomes across global markets.

Strengths

AI-powered proprietary platforms: Hexaware delivers insurance ITO services through proprietary platforms, including RapidX® for digital transformation, Tensai® for AI-powered automation, Agentverse™ — an enterprise AI agent platform with ready-to-use agents — and Amaze® for cloud adoption. Amaze automates cloud migration, Tensai accelerates deployment with built-in security, and RapidX leverages GenAI to assess legacy code and plan accelerated modernization — a tightly integrated AI-led delivery stack.

Platform-agnostic core modernization expertise: Hexaware offers platform-agnostic core modernization with proven Guidewire and Duck Creek capabilities. Its insurance consulting and delivery across underwriting, claims, policy servicing and customer service help insurers modernize diverse estates without vendor lock-in or unnecessary complexity.

Tailored agentic AI framework for insurance: Hexaware's Tensai-powered Insurance Enterprise AI Acceleration Suite is an agentic AI framework for insurance that orchestrates AI across Life, Annuity, General, Commercial and Specialty lines. The company deploys AI agents trained on processes such as submission evaluation, intelligent FNOL and risk assessment, providing domain-specific capabilities.

Caution

Hexaware's automation- and delivery-led focus is a strength, but it could expand its upstream consulting, business advisory and CXO-level transformation capabilities — areas where some tier 1 peers lead in end-to-end engagements with global insurers.