



"Hexaware delivers an AI-enabled Microsoft productivity stack, integrating Microsoft 365, Dynamics 365, Power Platform and Copilot through governed automation and agentic workflows to support scalable workplace transformation."

Dr. Tapati Bandopadhyay and Sameen Siddique

Hexaware

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 delivers Microsoft productivity and business process services focused on modernizing digital workplaces and business processes using Microsoft 365, Power Platform and Dynamics 365. Its services span build, migration and operations functions. Copilot readiness frameworks, AI-enabled workplace services and agent-based automation models support these services. The provider emphasizes enterprise scalability, governance-led adoption and experience-driven productivity enablement aligned to Microsoft's AI roadmap.

Strengths

Copilot-led workplace modernization:

Hexaware's Microsoft 365 Copilot readiness and adoption services combine readiness assessments, governance models and AI-powered extensions. They improve digital employee productivity, enable smarter collaboration and support secure enterprise-scale rollout of Copilot-enabled workplace experiences.

Integrated productivity transformation portfolio:

Hexaware's unified Microsoft productivity services bring together Microsoft 365, SharePoint Premium, Teams, Power Platform and Dynamics 365 capabilities to deliver comprehensive workplace and business process modernization. This integrated approach improves workflow

efficiency, enhances UX and supports scalable transformation across enterprise functions.

Agentic automation platforms: Hexaware operationalizes agentic work through proprietary IP such as Tensai GPT, the Zero License AI execution layer and AgentVerse™, embedding governance, role-based access, observability and self-healing orchestration. Supported by its Agentic AI Academy, this enables secure, compliant and repeatable deployment of autonomous workflows at enterprise scale.

Caution

To mature in the U.S. market, Hexaware may further enhance its change and adoption frameworks by embedding continuous feedback loops, usage analytics and structured optimization checkpoints for AI-enabled workplace services aligned with evolving enterprise priorities.