

HEXAWARE

Zero Tickets

An IT operations model with
nothing left to ticket

Girish Ravindran

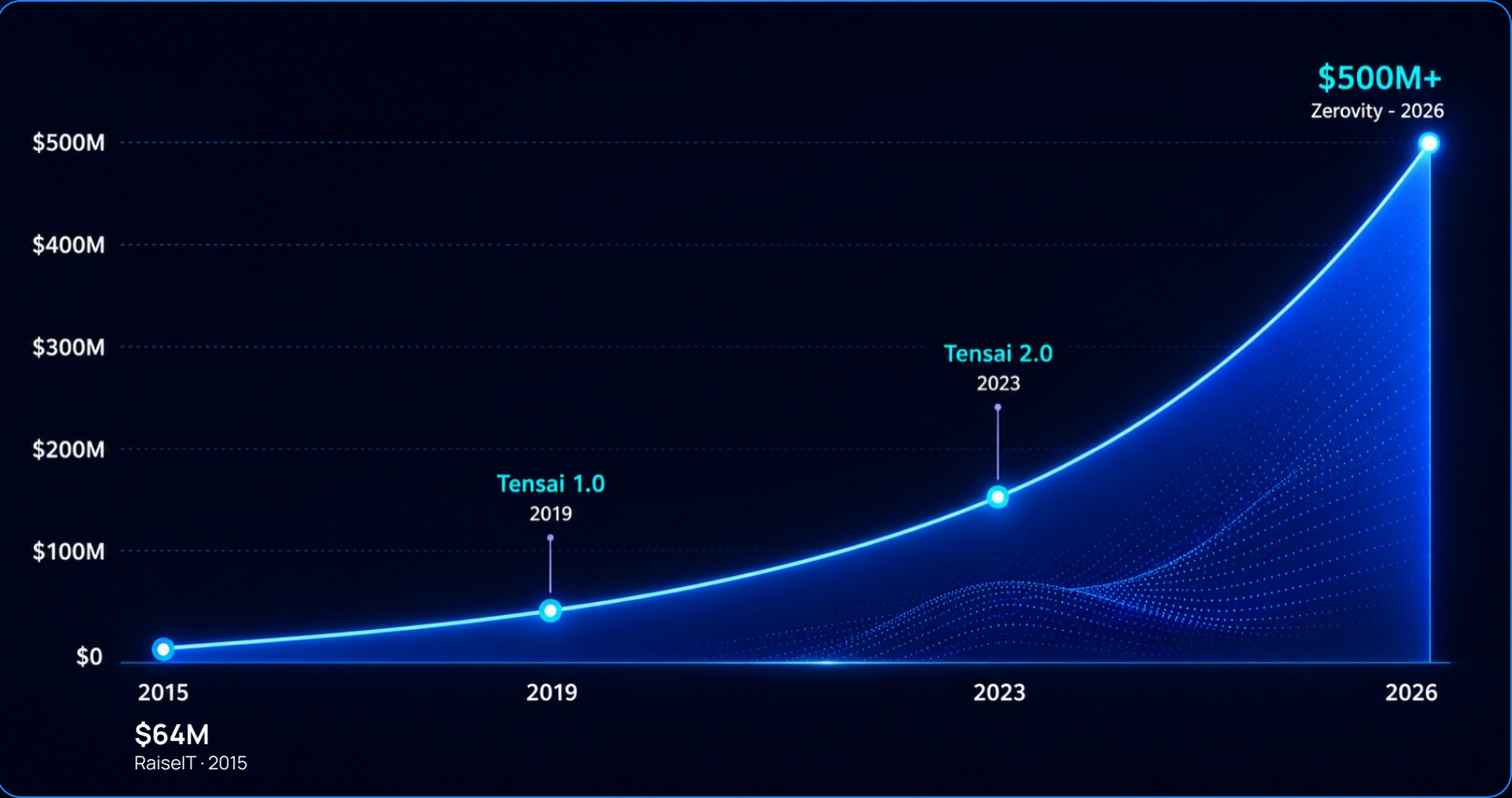
Executive Vice President & Global Head of Sales &
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Hexaware



New Opportunity to Grab Further Market Share

DITO Services have grown on the base of increased market share via our automation-driven solutions

Not a pivot, an acceleration of a strategy that's already working



7.8x

Revenue growth
in 10 years



4

Automation platforms
launched since 2015



\$500M+

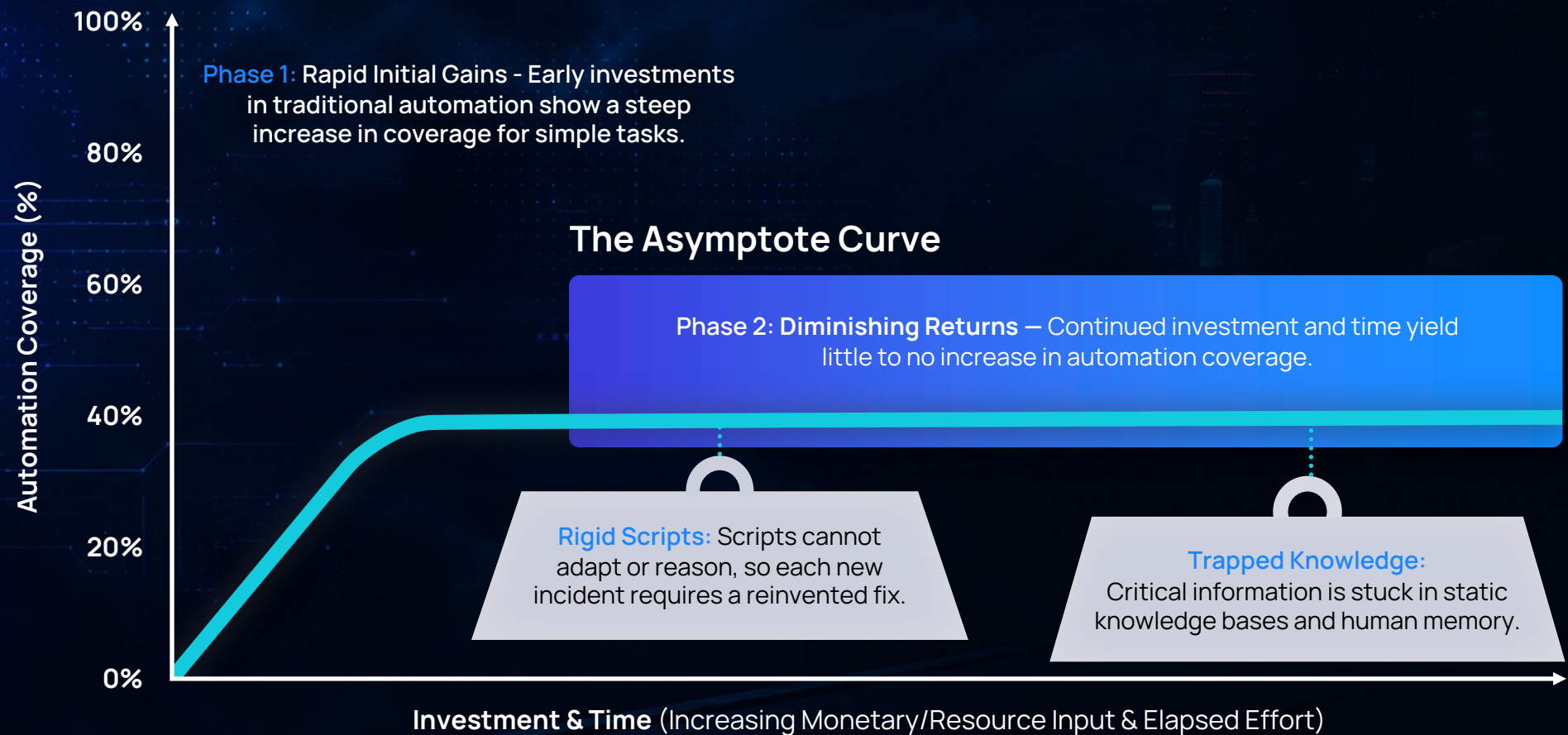
FY26 revenue run-rate,
up from \$10M in FY15



Each platform launch — RaiseIT, Tensai 1.0, Tensai 2.0, ZeroVity — marks a step-change in automation coverage, and a step-change in market share captured.

The Industry Ceiling: Every Provider Stalls at 30–40%

A structural limit of the tooling era – brittle, tribal, non-adaptive – not any one vendor's product gap.



The Barrier: A Lack of Reasoning

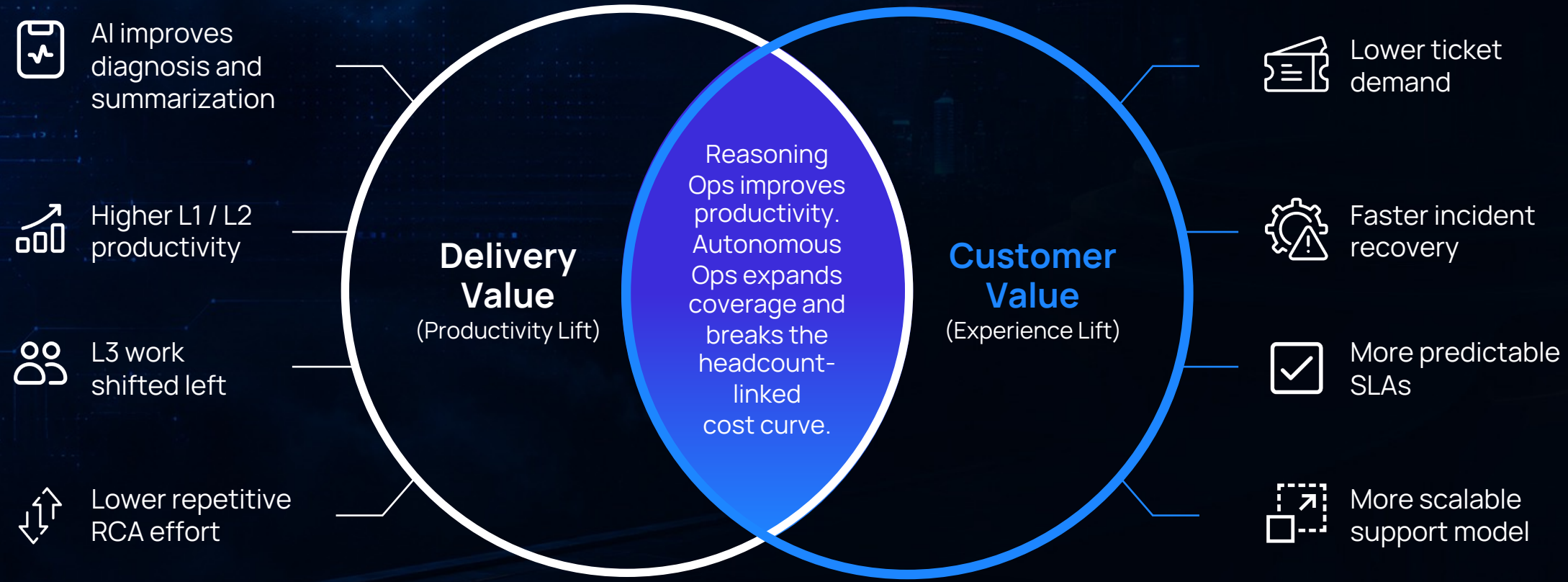
Traditional tools cannot automate tasks requiring context or cross-tower reasoning. Effort scales linearly, manual work increases directly with the number of tickets, flattening key metrics.

Prevent-led Operations: Demand Deleted, Not Resolved Faster



The Destination: Success is measured in ticket demand deleted against a customer baseline. 0

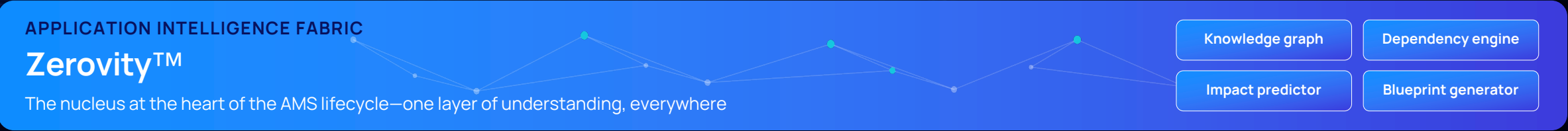
Dual Value Realization: Erasing the Cost-vs-Experience Trade-Off



The World of ASM is Ripe for Disruption

Zerovity™ is an intelligent fabric on top of your application stack

Not a code parser — a system of understanding that reads your entire estate, then powers every layer of the AMS lifecycle.



Zero Tickets in Infrastructure: Case Example



OFFSHORE ENGINEERING & CONSTRUCTION FIRM AI-led IT Operations

3.2x

Reduction in incidents

41%

Net cost optimization leveraging AI

20%

Improvement in user experience

10 min

Avg. ticket cycle time

CHALLENGE: No mechanism to measure user feedback, minimal automation, weak dashboard visibility, and high data-center dependency were eroding efficiency and user satisfaction.

SOLUTION: AI knowledge management, straight-through processing bots, and an Automation Program Office running 17+ agentic AI use cases cut MTTR from 5 days to minutes.

AgenticOps Transformation Impact

Service Desk | EUC | DC Ops | Security

59%

Headcount Optimization

41%

Tower Cost Savings

22%

Contract Value Reduction in SOW

+31%

Total Revenue From the Customer Across Multiple Existing and New SOWs

Zero Tickets in Application Support: Case Examples



LARGE FINANCIAL SERVICES COMPANY AI-led ASM Services

2.1x

Reduction in Incidents

31 %

Net cost optimization leveraging AI

19 %

Improvement in user experience

14 min

Avg. ticket cycle time

CHALLENGE: High-cost, multi-vendor operations across geographies with disparate processes, uncontrolled tool sprawl, and unmonitored software/cloud spend. Un documented Applications

SOLUTION: AI-led resource right-shoring (Copilot & Tensai AIOps), standardized global processes, and Software Asset Management/Cloud FinOps drove spend reduction across 50+ locations.

AgenticOps Transformation Impact

Custom Apps | SaaS | COTS Application

26%

Headcount Optimization

18%

Tower Cost Savings

09%

Contract Value Reduction in SOW

+14%

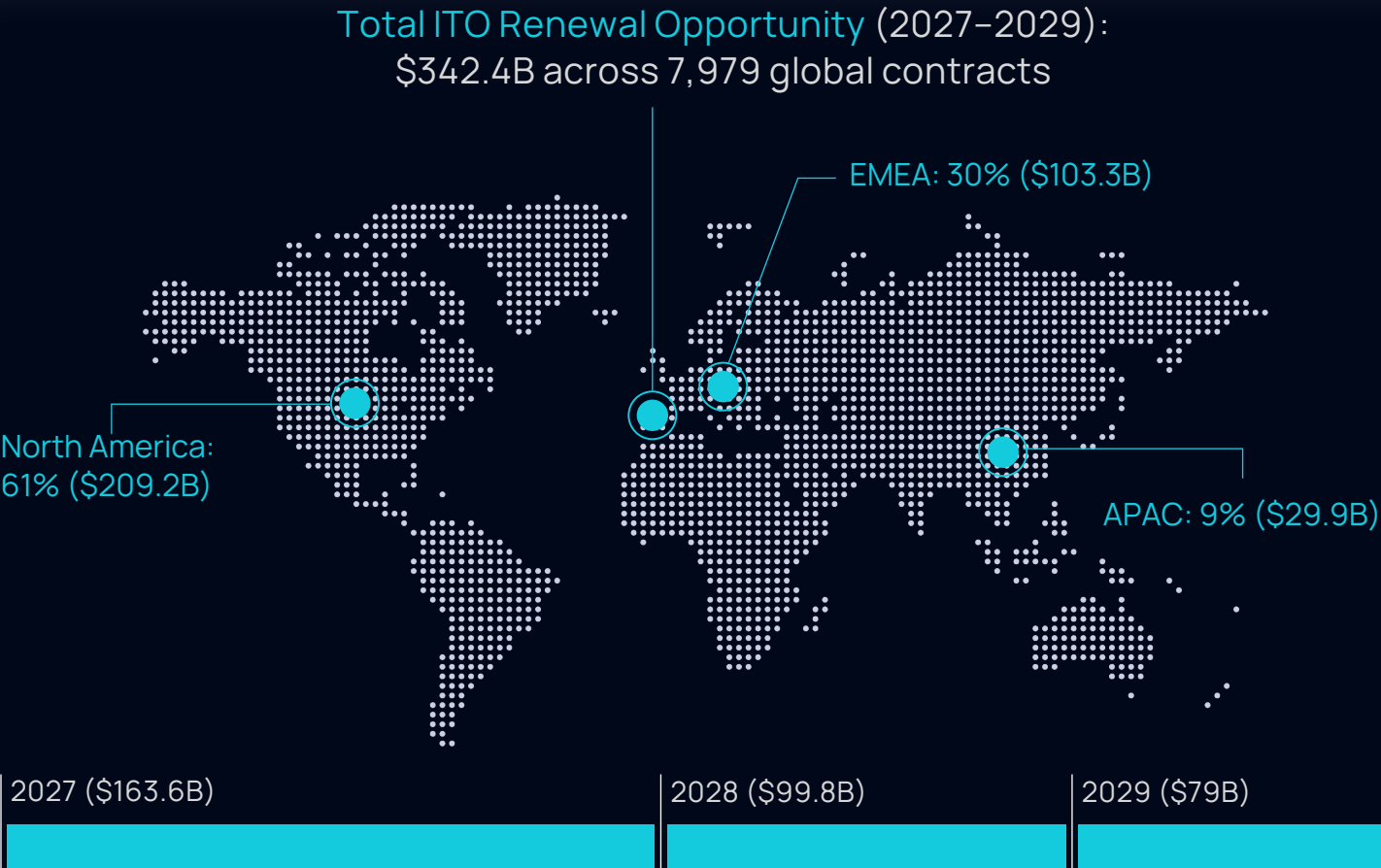
Total Revenue From the Customer Across Multiple Existing and New SOWs

A \$342B Addressable Market Ready for Autonomous IT

Tensai® Reasoning Ops
live today—Driving 60%
Reduced Cost-to-Support
Apps & Infra

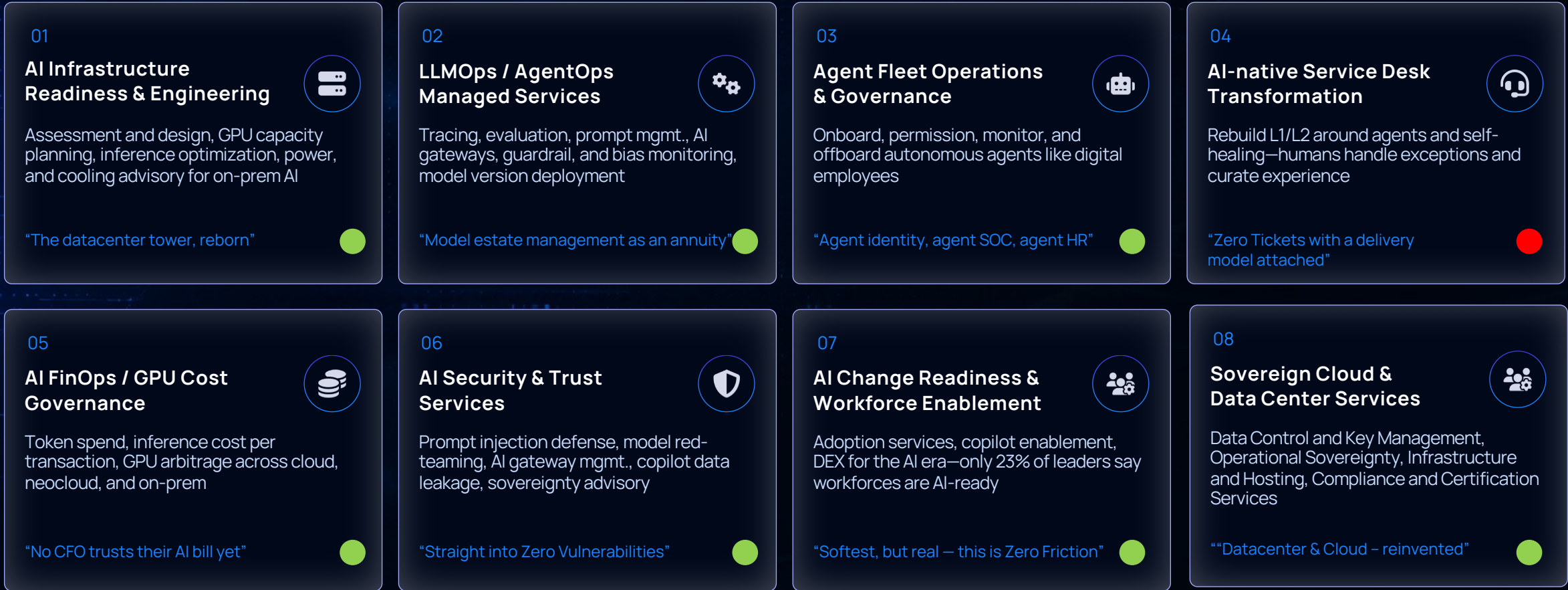
600+ Ready-to-Deploy
Agents

Voice Copilot Serving
33,000 Employees in
Production



Seven New Service Areas Born from Enterprise AI

From AI-ready infrastructure to the agentic operations layer – mapped to the Zero framework



01 is the land motion · 02, 03, 05, 06 are the new annuity towers · 04, 08 transform the existing book

THE PLAY: Become the managed operator of the client's autonomous layer—priced on outcomes—before agentic AI compresses legacy FTE-based towers

The image features a vibrant, futuristic digital tunnel. The walls and floor are composed of numerous glowing, curved lines in shades of blue and magenta, creating a sense of depth and motion. The perspective is from the center of the tunnel, looking towards a vanishing point in the distance. In the center of the image, the word "HEXAWARE" is displayed in a bold, white, sans-serif font with a slight 3D effect. The overall atmosphere is high-tech and energetic.

HEXAWARE