



“Hexaware translates emerging AWS AI capabilities into practical business solutions that enhance operational efficiency, agility and decision-making.”

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Hexaware

Overview

Hexaware is headquartered in Mumbai, India. It has more than 33,700 employees across 34 countries. In FY25, the company generated \$1.5 billion in revenue. Hexaware combines AI strategy, platform engineering, GenAI, agentic AI, governance, LLMOps and managed AI operations for AWS AI transformation. It uses AWS-native services such as Amazon Bedrock, SageMaker, Bedrock Agents, Amazon Q, OpenSearch and Lambda, supported by proprietary assets including Amaze® AI Agents, AudienceMatchAI, Intelligent Resolution Assistant, Agentverse™ and AI Factory. With an AWS AI Services Competency, Hexaware operationalizes governed, scalable and measurable AI outcomes across regulated industries.

Strengths

Responsible AI controls: Governance frameworks, Bedrock Guardrails, audit logging, prompt management, hallucination monitoring, policy-based controls and human oversight mechanisms support enterprises in deploying AI systems with transparency and security. Hexaware embeds explainability, privacy, compliance monitoring, confidence-based escalation and access governance throughout AI and GenAI lifecycles.

AI accelerators driving transformation: AudienceMatchAI, Amaze® AI Agents, Intelligent Resolution Assistant and Intelligent DataOps Assistant provide reusable AI capabilities across customer intelligence, modernization, incident management and data operations. Hexaware leverages these proprietary assets to

establish repeatable implementation patterns, improving operational efficiency and accelerating deployment across enterprise AI initiatives.

AI-powered industry transformation: Hexaware applies AWS AI capabilities to industry-focused solutions across financial services, healthcare, customer intelligence and operational automation. Its portfolio includes agentic workflow automation, document intelligence platforms, AI-powered fraud detection, customer data intelligence and AI-assisted operational services, supported by reusable architectures and governance frameworks.

Caution

Hexaware can continue evolving its responsible AI and governance capabilities to help clients manage risk, compliance, explainability and lifecycle oversight. A broader governance framework can support sustainable adoption as AI deployments become increasingly business-critical.