



"Hexaware combines AI-assisted SRE, observability, FinOps and automation-led operations to deliver through a structured AWS Managed Services model focused on reliability, governance and operational efficiency."

Sameen Siddique

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 anchors its AWS Managed Services in cloud operations, reliability engineering, automation and cost governance as an AWS Premier Tier Services Partner. Through its Cognitive CloudOps, it blends AI-assisted operations, observability, SRE automation, FinOps and hybrid cloud management. Additional intellectual property, including Tensai®, Patch Your Own, automated landing zone and AgentVerse™, supports incident management, governance, compliance, cloud optimization and platform lifecycle management to standardize AWS environments.

Strengths

AI-assisted SRE operations: Hexaware extends cloud operations with AI-assisted SRE capabilities that support incident triage, RCA, knowledge retrieval and resolution guidance. The approach is designed to improve operational responsiveness through AI-powered workflows that combine observability data, operational knowledge and automation.

Unified observability framework: Hexaware's managed services portfolio incorporates an AI-driven observability platform that consolidates monitoring data, logs, operational procedures, knowledge repositories and historical ticket information. The platform supports event correlation, anomaly detection, incident enrichment and operational analytics. This integrated

approach helps operations teams identify issues more efficiently, improve incident quality and enhance overall operational visibility across AWS environments.

Cloud cost excellence: Hexaware integrates FinOps practices into managed services through its Cloud Cost Assurance offerings and unified cost optimization framework. The approach includes resource right-sizing, spend visibility, anomaly detection, cost governance controls, savings plan optimization and architecture-level recommendations.

Caution

Building on Hexaware's strong AIOps foundation, its latest reasoning-driven operations prevent recurring issues. As the capability matures from its early stage, continuing to connect operational improvements with business service outcomes would help enterprises see value in business terms.