

Hexaware



“Hexaware approaches agentic AI as a governed engineering discipline, combining workflow construction, reusable agents, testing, observability and multi-platform integration to move agent-based systems from experimentation into controlled production.”

Gowtham Kumar sampath

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 is building its agentic AI portfolio around AgentVerse, a customer-deployed foundation and lifecycle environment spanning agent development, testing and operations. The portfolio combines reusable agent libraries, workflow construction, enterprise integration, model choice and runtime controls with broader software engineering and IT operations assets. Its strategic direction favors governed, customer-owned agent environments that can operate across heterogeneous cloud, model and enterprise application ecosystems.

Strengths

Enterprise integration fabric: Hexaware builds agent workflows for heterogeneous enterprise environments, combining APIs, tools, credentials and external application agents within a common orchestration model. Its architecture accommodates multiple clouds, model families and agent frameworks. This orientation positions Hexaware’s agentic capabilities around controlled AI execution within existing systems rather than the creation of isolated digital workers.

Governed agent lifecycle: Hexaware structures agent delivery around development, review, testing, deployment and runtime operations rather than treating agent creation as the endpoint. AgentVerse connects workflow design with

registries, probabilistic evaluation, tracing and monitoring, providing a production engineering foundation for agent systems, even where the business authority delegated to them remains deliberately bounded.

Operational agent control: Hexaware connects deployed agents with runtime observability covering workflow status, traces, model usage, infrastructure consumption, health and cost. Its operations model monitors applications across cloud and agent frameworks and distributes information according to enterprise roles. These controls make agent behavior auditable after deployment and establish operations as a core part of Hexaware’s guardrails-first agent engineering model.

Caution

Hexaware’s agentic portfolio currently emphasizes bounded workflow execution more consistently than independent ownership of end-to-end business outcomes. The breadth of its reusable agents exceeds the depth of autonomous business responsibility represented across the portfolio, making component scale distinct from agency depth.