

HEXAWARE

Overview

Hexaware provides IT consulting, hybrid-IT, multi-cloud and automation services in the U.S. Hexaware's AIOps services are built on proprietary platforms and frameworks that can proactively monitor and automate activities across the development and maintenance lifecycle and cut across application, data and infrastructure layers in hybrid and multi-cloud environments. The company also provides autonomous IT operation, bot and AI testing. It serves several industries, including banking, capital markets, education, healthcare, insurance, hospitality, logistics, manufacturing, professional service, travel, high tech, transportation, retail and consumer packaged goods and telecom, media, and entertainment.

Strengths

Proven AI-led IT operation platform: Hexaware's Tensai platform can plug-in on hybrid and multi-cloud environments and helps clients optimize operations in the areas of core infrastructure services and multi-cloud lifecycle operations. Tensai platform leverages AI and ML to perform predictive analytics and, hence, resolve incidents with minimum human intervention. The modular nature of the platform and its ability to work with existing toolsets make it appealing to the existing clientele.

Robust API integration availability: Tensai is a modular platform with the capability of API integration with all the major third-party monitoring and management tools for ticketing. AutomatON also has API integration capabilities to interact with all major third-party ticketing management tools. The platform also has capabilities of a standard bot portfolio.

ML for data set and data modeling: Hexaware's intelligence grid ML features automate the analysis of time-series data by creating accurate baselines of normal behavior in the data and identifying anomalous patterns in that data. This helps clients identify the possibility of automating mundane and repetitive tasks.

Caution

Hexaware should focus on AI-centric zero-touch IT operation platform, which provides customers with a deep business view, out-of-the-box ready playbooks and end-to-end automation.



2020 ISG Provider Lens™ Leader

Hexaware AIOps platform leverage the power of its numerous frameworks, tools and accelerators to automate client's complex traditional IT landscape and reduce its operational expenditure.