

Hexaware



“Hexaware demonstrates a mature AMS approach by combining AI-first operations and governed agentic execution. Its focus on reasoning operations helps enterprises move from reactive support to more predictive and autonomous application management.”

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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. Its AMS portfolio covers consulting, managed services and transformation services, including AMS strategy, application landscape assessment, L1.5, L2 and L3 support, AI-assisted service lifecycle, agentic AI-led application support, intelligent maintenance and AI-accelerated knowledge management. Tensai also supports the portfolio for Applications, Agentverse and its Cognitive AMS architecture.

Strengths

Autonomous execution: Hexaware’s Tensai Reasoning Ops extends AMS beyond observability and automation into AI-assisted reasoning and autonomous execution. It supports context-aware triage, L1 to L3 decision support, root cause insights and detect, evaluate, act, verify, and learn-based closed-loop execution. This approach improves incident response consistency while retaining human governance.

Cognitive AMS fabric: Hexaware’s Cognitive AMS model builds intelligence through behavioral telemetry, dependency maps, vendor knowledge and institutional memory. The model creates an environment-level knowledge graph and reasoning engine, enabling estate-level context for incidents, changes and root cause analysis (RCA).

Agentverse for AMS: Hexaware’s Agentverse brings more than 600 ready-to-deploy AI agents into AMS. It supports predictive incident management, autonomous ticket resolution, intelligent observability and dependency mapping across application estates. It also helps Hexaware with a more structured agentic AMS layer.

AI-first operations: Hexaware’s AMS operating model includes AI-assisted service lifecycle, intelligent application maintenance and AI-accelerated knowledge management. This model is supported by automation, AIOps and process transformation advisory, helping clients reduce manual effort and improve knowledge continuity across support teams.

Caution

Hexaware’s AMS narrative is strongly built around Agentverse, Tensai and Cognitive AMS, but enterprises may need more evidence of large-scale autonomous operations beyond selected engagements.