

Unleash the Transformative Power of Generative AI

Nurture Ideas that translate into business goals



Transform Your Business Landscape with Hexaware's Gen AI

Experience a transformative journey with us as we augment your development cycles, enabling cutting-edge gen AI infrastructure and enhancing operational productivity. Through our innovative solutions, we streamline customer experiences and augment sales and marketing functions, preparing your business for a dynamic and competitive future. Join us as we pave the way for sustainable growth and success in the digital age.

Our Core Services

- Tailored gen AI solutions for diverse industry challenges, catering to all personas.
- Strategic consulting and framework implementation for effective gen AI adoption.
- Comprehensive solution portfolio to implement gen AI across your value chain.

Why Partner with Hexaware for Gen AI?

As a global technology leader, Hexaware drives innovation with gen AI. Our suite of solutions is tailored to meet the specific needs of your organization's business functions. With our services, we provide a responsible AI governance framework, ensuring that compliance and security measures are seamlessly integrated.

- Expert Guidance: From conceptualization to execution, our certified gen AI consultants are with you every step of the way to ensure skillful, strategic deployment.
- Proven Success: Despite gen AI's emerging nature, we have completed or are progressing in over 80 engagements, as our impactful case studies demonstrate.
- Diverse Industry Support: Covering sectors like professional services, financial services, banking, insurance, retail, travel, hospitality, life sciences, and more.

- Strategic Partnerships: Our strong collaboration with industry leaders like Open AI, Mosaic AI, Azure, and more ensures seamless integration across your IT estate.
- Innovative Solutions: With our responsible AI governance framework, we offer comprehensive tools to help you manage risks, ensure data privacy, and maintain regulatory compliance. We empower you to maximize the advantages of cutting-edge technology while mitigating challenges.

Decode AI: Our consulting framework identifies key elements for effective gen AI integration, formulating strategies, and conceptualizing solutions tailored to your business needs.

Encode AI: Focused on execution, this framework engages subject matter experts to define data pipelines and facilitate AI model training and development, ensuring seamless implementation and monitoring.

Hexaware's Gen AI Impact: Real-World Success Stories



Use Case 1: Renowned Hospitality and Hotel Chain

- Challenge: Automating the process of capturing and entering opportunities into their CRM system.
- Solution: Creating a gen AI-powered opportunity feeding solution integrated with their CRM system to capture opportunities received through various channels.
- Impact: 20% reduction in sales cycle time.



Use Case 2: One of The Top 10 Insurance and Asset Management Companies in Belgium

- Challenge: Limited access to policy details and a lack of upsell/cross-sell guidance hindered customer service agents' ability to provide effective advice.
- Solution: Built a gen-AI powered insurance assistant, co-creating it with our client's product team, to answer inquiries across their entire product range.
- Impact: 40% reduction in response time.



Use Case 3: American Health Information and Clinical Research Company

- Challenge: Rapidly identifying and validating generative AI use cases through feasibility assessments.
- Solution: Hexaware's Decode AI/Encode AI framework rapidly identified and validated 12 generative AI use cases in just 6 weeks.
- Impact: 15% reduction in ticket volumes and 60% faster time-to-market.



Use Case 4: Mobility and Alternative Energy Solutions Company

- Challenge: Elevating user experience through intuitive gen AI-powered conversations
- Solution: Created intuitive web interface with effortless registration, login, and AI-powered conversations.
- Impact: 20% increase in user productivity and turnaround time with 95% reduction in operational costs.

Connect with Us

Embrace the future with Hexaware's Gen AI solutions. Let's discuss how we can drive your business forward. Email us at genai@hexaware.com.

About Hexaware

Hexaware is a global technology and business process services company. Our 30,000+ Hexawarians wake up every day with a singular purpose; to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With 45+ offices in 16 countries, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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