

DITO

Hexaware's Autonomous Reasoning for Enterprise Operations

Flyer



An agentic AI operations layer powered by autonomous reasoning that plans, acts, and learns inside the Now Platform, delivered by Hexaware, your elite ServiceNow partner.

THE NEED: Why Now?

Operations run on tickets, not thinking.

- Operations teams drown in tickets, alerts, and approvals; work that demands judgment but rarely gets it.
- Traditional AI for IT operations tools react to symptoms; they don't reason through root causes.
- Generic GenAI tools summarize. They don't ground in your CMDB, follow your policies, or close the loop.
- Without proper AI governance, outputs remain untrustworthy and unauditable.
- Knowledge is locked across silos; institutional reasoning leaves with every attrition cycle.

THE SOLUTION: What It Does

A reasoning fabric, native to ServiceNow.

- **REASON:** An autonomous reasoning engine that plans, acts, and reflects against live ServiceNow data; true agentic AI that goes beyond summarization.
- **ACT:** Specialized agents execute through Flow Designer with role-based authority and full audit; purpose-built AI for IT operations, CSM, HRSD, and SecOps workflows.
- **GOVERN:** Every step is grounded in your knowledge base and bounded by AI governance policies enforced natively on the Now Platform.

THE OUTCOME: Real Value

Faster resolution, fewer escalations, more capacity.

58%

Reduced Mean Time to Reason and Resolve Incidents

92%

Answers Grounded in Your Data

73%

Incidents Auto-Remediated

100%

Reasoning with Audit-Traceable Steps

Hexaware + ServiceNow: Built and Run on the Now Platform

Why Hexaware

PARTNERSHIP

Elite ServiceNow Partner:
Global strategic alliance

PRACTITIONERS

3,500+ Certifications and
accreditations
CIS, CAD, CTA, spanning
ITSM, ITOM, CSM, HRSD
& SecOps

TRACK RECORD

11 years
550+ engagements, from
advisory to managed
services on the Now
Platform

Engagement Model: From Discovery to Scaled Operations

Discover

- Reasoning-readiness assessment of your Now Platform footprint
- Use-case scoring across ITSM, ITOM, CSM, HRSD, SecOps
- Value model with target metrics and guardrails

Activate

- First reasoning agent live in production on a high-volume workflow
- Knowledge grounding, AI governance guardrails, and audit trail wired in
- Operate-and-learn loop with on-the-ground team

Scale

- Roll out a portfolio of agentic AI agents across domains and geographies
- Managed reasoning operations with SLAs and continuous tuning
- Quarterly value review

Solution Accelerators

- **Context Engine (REASON):** A grounding fabric over CMDB, KB, tickets, and runbooks; the trusted context every agent reasons against.
- **Reasoning Ops Studio (GOVERN):** Author, test, and tune agents; prompts, plans, policies, and evaluation suites in one workbench with built-in AI governance.
- **Agent Verse (ACT):** A curated catalog of pre-built, domain-tuned grounding packs for various AI for IT operations automation agents on ServiceNow.

Start Your Reasoning Pilot

Eight weeks from kickoff to your first autonomous reasoning agent live in production on the Now Platform.

Write to marketing@hexaware.com for a demo.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up 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 offices across the world, we empower enterprises 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 www.hexaware.com

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