

Hexaware & Appian: From Process Automation to Agentic Workflows

Designed for intelligent execution

Flyer



Enterprises today need more than isolated automation. They need a way to embed intelligence across both business operations and IT execution, with the adaptability, governance, and control required to operate at scale.

Appian's process-first AI platform brings together low-code, process orchestration, data fabric, and AI to modernize how work gets done. Building on this foundation, Hexaware helps enterprises apply agentic AI in ways that are practical, governed, and outcome-led. This includes enabling more adaptive decision-making across IT operations, reducing friction across customer and business journeys, and using intelligent agents to orchestrate actions, automate processes, and improve responsiveness in real time.

Together, we help organizations move beyond rules-based automation and toward more intelligent systems of execution designed to scale with the enterprise.

Where We Make an Impact

AI for IT

- Establish clear guardrails, observability, and governance to ensure AI-enabled workflows remain secure, reliable, and compliant at scale
- Co-create agentic AI solutions with domain experts to codify their knowledge into repeatable decision-making capabilities that drive measurable business impact
- Enhance end-to-end journeys by deploying AI agents that interpret context, infer intent, and orchestrate next-best actions in real time
- Integrate AI into every layer of IT operations
- Enable AI agents as autonomous orchestrators for decision-making and real-time adaptability

AI for Business

- Prioritize customer value and experience by using AI to systematically remove friction, compress time-to-outcome, and enable intuitive, conversational interactions across key journeys
- Unlock end-to-end AI-powered process automation by identifying the best fit across model-, goal-, learning-, reflex-, and utility-based agents
- Blueprint AI strategy and progress from rules-based workflows to AI-orchestrated autonomy
- Use a low-code orchestration layer to compose agents, microservices, and data products into reusable workflow "building blocks" for key customer journeys

Our Solution Offerings

Strategy & Advisory

- Unified AI business strategy
- AI roadmap for IT
- Appian-ready architecture planning



Experience & Service Design

- Intelligent customer journeys
- AI-driven process design
- Appian UX orchestration



Product Engineering

- Appian low-code solutions
- AI workflows and agents
- Business and IT automation



Evolution & Managed Services

- AI-led legacy modernization
- Appian cloud operations
- AIOps and process optimization



Success Stories

Real-world results delivered with Appian and Hexaware.

Leading Private Equity Firm:

95% efficiency gain in capital calls and 40% faster accounting and reporting.

Leading Provider of Risk, Retirement, and Health Solutions:

30-second quote extraction and 10 minutes less manual effort per quote.

Leading Non-Bank Lender in Australia and New Zealand:

80% less time to process loans and 90% reduced dependency on external vendors for loan originations.

The Hexaware Advantage

Experience the AI Advantage with Hexaware: Accelerate innovation. Remove complexity. Transform every experience.

Enterprise Consulting: Unlock business potential with agentic-AI powered, scalable, and governance-ready Appian solutions.

Design Intelligence: Deliver intuitive, adaptive, and AI-guided user journeys aligned to your brand and optimized for frictionless Appian experiences.

Engineering Excellence: Build resilient, integrated, and automation-first applications using Appian's low-code platform enhanced with intelligent AI orchestration.

Value Amplified: Drive measurable ROI through cost-efficient, AI-driven modernization and future-proof Appian implementations.

Experience Engineering: Craft hyper-personalized, accessible, and omnichannel experiences powered by contextual AI agents.

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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