

HEXAWARE

Agentic AI for Incident Management Transforms DataOps in Financial Services

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

Trusted by Its Community, Driven by Innovation

Our client is a financial services company with a legacy of helping its members achieve financial well-being. Known for putting people first, the institution provides secure, modern financial services—while fostering growth through education, career support, and community initiatives. As it scaled, it also committed to strengthening its technology backbone to meet evolving member expectations.



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Too Many Incidents, Not Enough Insight

The client’s DataOps support team was stuck in a reactive loop. Every time a data pipeline issue popped up—and in financial services, they pop up often—engineers had to manually dig through disconnected platforms like Jira, Slack, and Confluence to find anything resembling a previous fix.

There was no easy way to locate similar incidents, let alone learn from them quickly. That meant support teams were constantly reinventing the wheel, wasting precious time, and increasing the risk of downstream delays in transaction processing.

In a sector where every second counts, this inefficiency was potentially business-critical.

They needed a smarter, faster approach to incident resolution—something that could connect the dots and scale with the pace of business.



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AI That Thinks Like a Support Engineer

We developed an agentic AI incident management, leveraging AWS to transform enterprise support operations. The AWS tools we used were:

1. AWS SageMaker environment
2. AWS Bedrock services (guardrails, LLMs and embedding models)
3. LLM Amazon Bedrock claude sonnet and AWS titan embedding model
4. Faiss embedding
5. AWS Frameworks - Langchain and Langchain agentic framework

Built with security, scalability, and performance at its core, our solution lets their teams quickly access historical knowledge, reduce downtime, and confidently scale support operations.

Tapping the Power of Memory with an Agentic AI Solution

We introduced Hexaware's agentic AI solution—an incident resolution assistant—designed to crawl, index, and interpret past incidents across platforms like Jira, Confluence, and Slack. Now, when a new issue occurs, the system instantly surfaces similar cases, pinpoints root causes, and suggests proven resolution steps. It even highlights affected systems and dependencies, giving teams the full picture in seconds.

A Dashboard That Connects the Dots

We also brought everything together for our client in a clean, unified dashboard allowing their teams to browse past incidents, monitor resolution trends, and keep tabs on key performance indicators in one place. It's a control center that not only helps fix problems faster but also uncovers patterns that help prevent them in the first place.

And thanks to built-in conversational AI, support engineers can now ask questions in plain language and instantly get tailored responses, making search and retrieval intuitive and lightning-fast, all in a secure AWS environment.



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From Sifting to Solving—In Record Time

The results? Nothing short of transformative.

67% Faster Resolution Extraction

Support teams now spend two-thirds less time digging through past incidents. They meet SLAs with ease—and resolve problems before they snowball.

3x Boost in Retrieval Efficiency

Conversational AI makes it easy to surface and act on relevant incident histories, boosting efficiency and confidence.

With this AI for incident management in place, the credit union is now operating with greater speed, clarity, and consistency.



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Agentic AI for Smarter, Safer Financial Intelligence

By adopting an agentic AI for incident management, the credit union has transformed a major operational bottleneck into a proactive strength. Their teams now work faster, solve smarter, and protect sensitive data with integrity.

Hexaware’s incident management solution helps financial institutions like this to continuously improve from every incident. With tools like conversational AI and real-time incident resolution insights, they’re ready for whatever comes next.



Achieve 3X Efficiency for DataOps Incident Management

Ready to enhance operational efficiency within data engineering and AI initiatives? Reach out to marketing@hexaware.com to learn how Hexaware can help.

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 <https://www.hexaware.com>.

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