

Technology, Products, & Platforms

Reinforcement Learning with Human Feedback

Trustable, Accurate, and Consistent AI
for Enterprise & Foundry Labs



Modern AI products succeed not through scale, but through accuracy, contextual intelligence, AI alignment, and safe behavior. Our RLHF services leverage human feedback in AI model training and human-in-the-loop AI (HITL) evaluation to fine-tune and align model behavior with real enterprise workflows.

Hexaware delivers practical, enterprise-grade RLHF capabilities focused on accuracy tuning, safety, contextual correctness, and Responsible AI—following proven industry frameworks used by leading model labs.

What RLHF Solves



Reduce AI hallucinations and factual drift: Prevent unsupported or unsafe answers



Correct but not useful responses: Improve task completion and clarity



Domain-specific reasoning gaps: Teach workflows, rules, and terminology using SME input



Safety, bias, and harmful outputs: Strengthen guardrails with Responsible AI testing



Brand and multilingual inconsistency: Ensure global tone and experience alignment



Evaluation blind spots: Introduce measurable quality metrics and scoring



Model drift: Support continuous monitoring and refresh cycles



AI compliance needs: Enable SOC 2, GDPR, and HIPAA-friendly processes



High iteration costs: Detect quality gaps early to reduce rework

Why Hexaware

- **AI-First DNA:** Deep GenAI engineering, model fine-tuning, and high-velocity product & CX development.
- **Foundry + Enterprise Expertise:** Support for both frontier model labs and enterprise deployments.
- **Domain-Expert HITL:** SMEs across healthcare, gaming, technology, manufacturing, CX & more.
- **Enterprise-Grade Governance:** Calibration, adjudication, auditability & secure deployment pipelines.
- **Outcome Scorecards:** Quality, safety, cost & ROI tracked together—not just model metrics.

Our RLHF Offerings

Preference Data & Annotation (HITL)

- Pairwise ranking & multicriteria scoring (accuracy, safety, tone, helpfulness)
- SME calibration & adjudication
- Multilingual evaluation coverage

Safety, Bias & Red Teaming

- Adversarial prompt testing (jailbreaks, injections, safety edge cases)
- Bias, toxicity & refusal-quality scoring
- “Safe but helpful” declines for enterprise use

Reward Modeling & Policy Optimization

- Reward modeling using preference datasets
- PPO/DPO style policy optimization
- Reward hacking safeguards
- Automated, reproducible experiment tracking

Enterprise AI Governance & Compliance

- Review hierarchy & sampling strategy
- AI governance workflows with full audit trails
- Release gates & rollback criteria
- Enterprise AI compliance frameworks (SOC 2, GDPR, HIPAA)

RLHF Platform & Workflow Tooling

- Annotation UI for multi-turn workflows
- Automated queueing, sampling, reviewer QA
- Dashboards for accuracy, drift, regression, safety & win-rate metrics

Strategic Business Impact

- **Improve AI Trust & Reliability:** SME-driven evaluation improves accuracy, alignment, & user confidence.
- **Accelerate Enterprise GenAI Velocity:** Automated RLHF pipelines reduce time-to-market for enterprise GenAI features.
- **Scale Globally, Safely:** Multilingual & multi-domain SME coverage ensures consistent GenAI performance.
- **Reduce Enterprise Risk:** AI safety testing + red teaming strengthen risk posture.
- **Optimize TCO:** Continuous evaluation prevents drift and reduces long-term rework.

Let’s develop precise, secure, enterprise-grade AI solutions. Reach out to us at marketing@hexaware.com today.

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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