

Technology, Products, & Platforms

AI-Native Employee Experience Operations for Technology-driven Enterprises

Simplify work. Strengthen productivity.
Enable innovation at scale.



Hexaware delivers AI-native employee experience solutions for technology, product, platform, and gaming companies, removing friction from everyday work, unifying employee services, and enabling faster, more resilient operations.

The Challenge: Employee Experience Is Now an Operational Risk

Modern enterprises face a growing disconnect between how employees need to work and how systems actually support them.

- **Productivity Erosion:** Employees lose considerable time navigating context switches, duplicate tools, and disconnected workflows.
- **Information Silos:** Critical knowledge remains scattered across systems, slowing decisions and execution.
- **Process Complexity:** Routine tasks involve multiple handoffs and applications, increasing friction and errors.
- **Support Bottlenecks:** Fragmented HR and IT service models delay issue resolution, impacting employee satisfaction and business continuity.

For organizations seeking AI-native employee experience Ops for tech companies, these challenges quickly scale—directly impacting delivery speed, innovation velocity, and workforce engagement.

Why It Matters Now

As organizations scale distributed teams, complex platforms, and AI-enabled products, AI-powered employee experience management has become a strategic lever—not a support function. Legacy operating models cannot support today's demand for personalization, reliability, and speed. Enterprises need AI-native employee experience operations that reduce friction, improve resilience, and deliver measurable outcomes.

Hexaware's Point of View

Hexaware believes employee experience operations must evolve from task automation to intelligent orchestration. Our AI-native employee experience operations leverage Agentic AI for HR to replace fragmented, rule-based processes with autonomous workflows that plan, reason, and act—creating a unified and intelligent employee ecosystem.

Solution Overview: AI-Native- Employee Experience Solutions

AI-native employee experience solutions for technology-driven enterprises, enabling seamless, personalized journeys across the full employee lifecycle—from onboarding through ongoing support and transitions.

Key Capabilities

- **AI-driven Employee Onboarding:** Intelligent onboarding experiences with automated provisioning and day-one-readiness
- **AI-powered ITSM Automation:** Unified HR and IT service desks supported by Enterprise AI Copilots
- **AI-driven Employee Lifecycle Management:** Proactive workforce transitions with predictive insights
- **Managed HR Shared Services:** Scalable HR operations including payroll, compliance, and employee support

Client Value and Business Impact

- Higher productivity through reduced friction and context switching
- Improved resilience via predictive and proactive issue resolution
- Accelerated innovation as employees focus on higher value work
- Stronger employee experience driven by personalized and reliable support

Why Hexaware

- Agentic AI for HR and IT enabling autonomous, outcome-based execution
- Enterprise AI copilot for HR and IT service desk, improving responsiveness
- Integrated IT + BPO/BPS delivery model
- Proven experience across Workday, SAP SuccessFactors, and PeopleSoft

Redefine Employee Experience Operations

Employee experience is now a key operational skill, not just an HR priority. Contact us at marketing@hexaware.com to create an AI-native digital workplace that empowers employees, boosts resilience, and drives enterprise innovation.



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>.

© 2026 Hexaware Technologies Limited. All rights reserved