

AI for IT Operations: The Reasoning Ops Revolution

Flyer



The Problem with Traditional IT Operations



Fragmented Data Silos

Lack of integration prevents actionable insights for intelligent IT operations.



Recurring Incidents

Incomplete ticket data hinders predictive incident management.



Outdated Knowledge Systems

Static SOPs, CMDBs, and KEDBs slow decision-making and block incident management AI.



Inflexible Processes

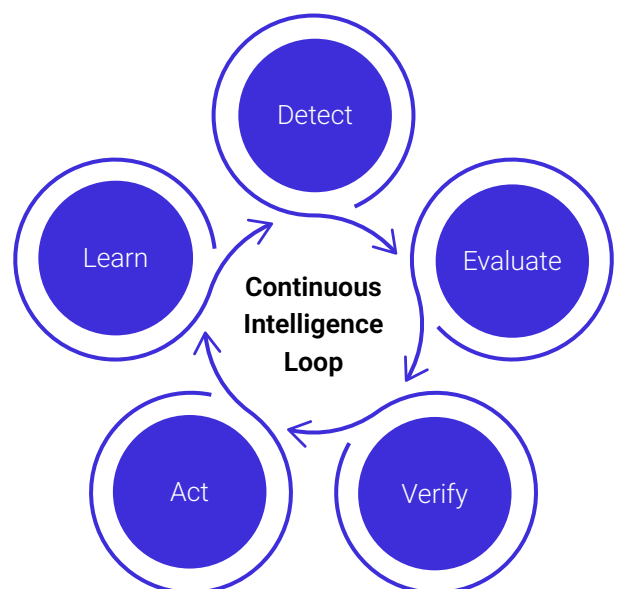
Manual intervention leads to inefficiencies, delaying IT service restoration.

Hexaware's Solution: Reasoning Ops

An AI-first intelligence layer that transforms AI for IT operations by augmenting human decision-making and automating repetitive tasks through advanced IT operations automation.

Core Benefits of Reasoning Ops:

- **Unified Knowledge Lake:** Breaks silos to ensure accurate service maps and actionable insights for intelligent IT operations.
- **Predictive AI Modeling:** Enables predictive incident management that prevents recurring incidents and reduces downtime.
- **Continuous Intelligence Loop:** Dynamic learning from every incident ensures perpetual improvement, powering smarter incident management AI.
- **Knowledge Authoring Agent:** Keeps operational artifacts up-to-date and actionable, accelerating IT service restoration.



Measurable Gains of Implementing Reasoning Ops

80% Faster MTTR

From days to hours, or hours to minutes

60% Lower Cost-to-Serve

Fewer escalations, less SME dependency, and more automation

50% Faster Root Cause Analysis

AI pre-loads evidence so experts focus on diagnosing, not hunting

The Intelligence Roadmap: Reasoning to Autonomous

Two Operating Modes, One Vision

Phase 1: Reasoning Ops (Now)

- AI assists; humans execute.
- Engineers retain decision authority and final approval.
- Result: Dramatically reduced MTTR.

Phase 2: Autonomous Ops (Future)

- AI executes within policy-defined guardrails.
- Humans govern, review, and evolve governance rules.
- Result: Policy-guardrail compliance at scale.

Foundational Agents

1

Knowledge Authoring Agent

Auto-generates and updates runbooks for smarter operations.

2

Vendor Crawler Agent

Continuously ingests vendor advisories, CVEs, and patch notes—no manual monitoring required.

3

Telemetry Agent

Unifies metrics, logs, and traces across all clouds for a single pane of truth.

Persona-Aligned Intelligence (For Different IT Roles)

End-Users:

- 40–60% fewer queries.
- AI-powered self-service resolves issues before tickets are even opened.

L1/L2 Analysts:

- 35% increase in first-contact resolution.
- AI delivers context at triage to eliminate unnecessary escalations.

L3 Experts:

- 50% faster root cause analysis.
- AI handles diagnostics so experts focus on complex issues.

Governance Model

- **Humans Retain Accountability:** AI recommends and explains; humans approve.
- **Evidence-First Decisions:** AI recommendations include evidence chains, correlations, and confidence levels.
- **Configurable Autonomy Thresholds:** Define what AI acts on autonomously vs. requiring human sign-off.

Powered by Hexaware's Tensai®: The AI operations platform delivering agility, efficiency, and superior experience for modern IT Operations.

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.

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