

HEXAWARE

Digital & Software

Headless by design. Governed by default.

Hexaware pairs Salesforce Headless 360 with agentic revenue operations for financial services, life sciences, and hi-tech, without loosening a single control.

Flyer



What opens up. What stays governed.

Your CRM stopped being a place people log into. Headless 360 lets an agent resolve a case inside Slack, price a renewal from a partner portal, or pull an investor record into a third-party AI client. For revenue teams in regulated industries, that removes a real constraint: you could only ship the experience the platform's own interface allowed.

Every one of those surfaces is also a new way into your org, and each one raises the same questions: who acted, what were they allowed to touch, and can you produce the record six months later. Most partners sell you the speed and leave those questions to your audit team. We answer them first, then build fast. Those answers, written down, are the boundary.



Three things we do differently

We put agents where the revenue moves

A summary is easy. Pricing a phase III bid, matching a fund to an investor profile, and calculating a mid-term co-term are revenue events with regulatory exposure attached. That is where we deploy, and where we draw the approval gates.

We scope the boundary before we scope the build

Which agent acts as which identity. Which tools it can invoke. Which actions require a licensed human's sign-off. We tie every decision to the obligation it satisfies, whether SEC and FINRA, GxP, HIPAA, or SOC 2, and hand you the mapping as a document your auditor can read.

We keep proving it after go-live

Session tracing, custom scoring evals, and Agentforce Testing Center run as standing instrumentation, not a launch checklist. Behavior drift surfaces in a monthly report instead of a regulator's letter.

Open the platform. Keep the guardrails.

One estate. Four layers. Every one of them governed.

Enterprises don't buy clouds anymore, they buy a chain of custody from data to decision to surface. Here is where we work along that chain, and what is running in production today.

The Context Layer

Data 360, Analytics and Tableau, MuleSoft

Agents inherit whatever context you give them, including the gaps. We unify advisor, sponsor, and subscriber data with identity resolution that holds across regulated boundaries, so an agent reasoning over a portfolio or a protocol works from a profile your compliance team has already signed off on.



Case Study / Private Equity

Agents match fund structures to investor profiles across a wealth advisor network, and no agent can reach a record its acting user cannot see. Advisor onboarding cycle down 30%.

The Reasoning Layer

Agentforce 360, Customer 360 apps, Sales, Service, Marketing, Revenue and CPQ

This is where we earn the RevOps claim. Summarizing a record is a demo. We deploy agents into the steps that price, match, and renew, then decide explicitly what the agent settles, what it recommends, and what a licensed human must approve before it reaches a customer.



Case Study / Clinical Research

Agents parse trial protocols and assemble phase bid models for a top-tier CRO, with pricing gated to a human and every component traceable. Bid turnaround from 4 weeks to 5 days.

The Surface Layer

Headless Experience Layer, Experience Cloud, Commerce, Slack, React and multi-framework builds

Define the capability once, then render it where the work already happens: an advisor portal that looks nothing like a CRM, a sponsor bid workspace, a case resolved inside a Slack thread. Same permissions, same sharing model, same audit trail on every surface you open.



Case Study / Enterprise SAAS

A headless customer and partner portal where agents watch consumption telemetry, trigger expansion offers and calculate mid-term co-terms without touching core CRM code. Net revenue retention up 12%.

The Compliance Layer

Financial Services Cloud, Health Cloud, Life Sciences Cloud, Einstein Trust Layer, Shield

Industry clouds carry the data model your regulator expects, so we extend them rather than rebuild around them. Consent management, suitability checks, and GxP-relevant logging stay native instead of living in custom objects nobody wants to defend during an inspection. Extensions inherit your sharing model.



Across Financial Services, Life Sciences, And High-Tech

Controls mapped to SEC and FINRA, HIPAA, GxP, and SOC 2, with session tracing and scored agent evaluations running as standing instrumentation after go-live.

Why Hexaware

Summit-tier Salesforce partner with 1,400 certifications and 1,000-plus projects delivered. Regulated-industry depth across banking, wealth, insurance, pharma, and clinical research. Governance-first delivery, from control mapping through managed services.

Ready to open the platform safely?

Book a 60-minute Headless 360 boundary review. We will map your intended agent surfaces against your regulatory obligations and show you where the gaps sit. Write to marketing@hexaware.com

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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