HEXAWARE

Hexaware's AI-Infused Managed Services

Next-generation AMS for Dynamics 365 CE, F&O, Project Operations, and Power Platform

Flyer



Most Microsoft estates still run on models where cost scales with tickets and labor hours, so they never get cheaper to operate. Hexaware's AI-Infused Managed Services combine autonomous self-healing, continuous agile change, and agentic process transformation, turning support savings into business innovation without increasing budget.

What We Deliver

Four engagement pathways let you start where the value is clearest, then expand from IT operations into business processes.

AI Run

Self-healing ticket resolution, automated L1/L2 triage, F&O batch anomaly alerts, and CoE guardrails. AI agents detect, diagnose, and resolve incidents before users are affected, lowering MTTR and ticket volumes.

AI Change

AI-assisted specification generation, automated impact analysis for Microsoft release waves, low-code rapid sprints, and AI code review for X++, C# plug-ins, and JavaScript web resources, compressing the path from request to release.

BPaaS

Standardized, AI-automated processes such as order-to-cash, procure-to-pay, and record-to-report, delivered on subscription with platform, support, governance, and continuous optimization included, and productivity KPIs written into the SLA.

Agentic

Systematic agent identification, Copilot Studio deployment, and multi-agent orchestration, grounded in Microsoft Dataverse and governed with human-in-the-loop approvals, Microsoft Entra ID security, and end-to-end audit logging.

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Key Capabilities

One service covers Dynamics 365 CE, F&O, Project Operations, and Power Platform, so cross-application processes no longer fall between vendors.



Agentic Opportunity Identification Engine

Scans Dynamics 365 telemetry, ticket trends, and process logs, classifies tasks, scores feasibility and ROI, and delivers a prioritized agent roadmap with built-in guardrails.



Knowledge Telemetry Core

Captures live context from Application Insights, Microsoft Dataverse audit logs, tickets, and Copilot conversations, and turns it into a searchable graph that grounds agent responses in current, verified context.



Unified Telemetry Engine

Azure AI Search and Application Insights across the whole tenant give end-to-end visibility into business processes, not just individual systems.



Self-Funding CHANGE

Hours saved in RUN are redirected into innovation sprints, delivering continuous modernization without a bigger budget.



AI for Business

Copilot optimization, Azure AI Document Intelligence in accounts payable and order entry, and 24/7 customer self-service agents on Power Pages.



Outcome-Linked Commercials

Fixed monthly SLAs, sprint capacity pools, subscriptions, or gain-share, with targets of 45% L1/L2 deflection, 3x delivery speed, and 30% TCO reduction.

A 60-Day Transition

We capture telemetry in days 1–15, run agentic discovery in days 16–30, then operate support agents in shadow mode alongside your incumbent provider to demonstrate better SLA performance before cutover in days 46–60. Your incumbent provider stays live until results meet agreed thresholds.

Start with Discovery

Schedule a 2-week AI Readiness & Agentic Discovery Assessment. We baseline your estate, size the deflection, delivery-speed, and cost opportunity, and give you a prioritized roadmap to displace your incumbent provider with AI-Infused Managed Services. Write to us at **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 www.hexaware.com

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