

Hexaware's Autonomous-led Digital IT Operations Ecosystem Empowers Enterprises with Innovation

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Briefing Note

Reprint

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RAISE IT is Hexaware's autonomous-led AIOps platform for managing the dynamic and complex IT landscape. Its conversational AI chatbots have introduced a deeper level of automation for mundane tasks while helping to re-skill and up-skill employees in cutting-edge technologies.

The evolution of the technology market is being driven by rapid advances in automation and cognitive technologies. Companies should consider autonomous-led automation in their IT operations as part of their digital transformation programs. The use of cognitive technologies empowers organizations to address short- and long-term strategic objectives effectively. The operating model used in today's digital era includes a mix of cutting-edge cognitive technologies and subject matter experts (SMEs) to drive and support the business, while automation and conversational chatbots will efficiently perform quantifiable, mundane and predictable workload transactions.

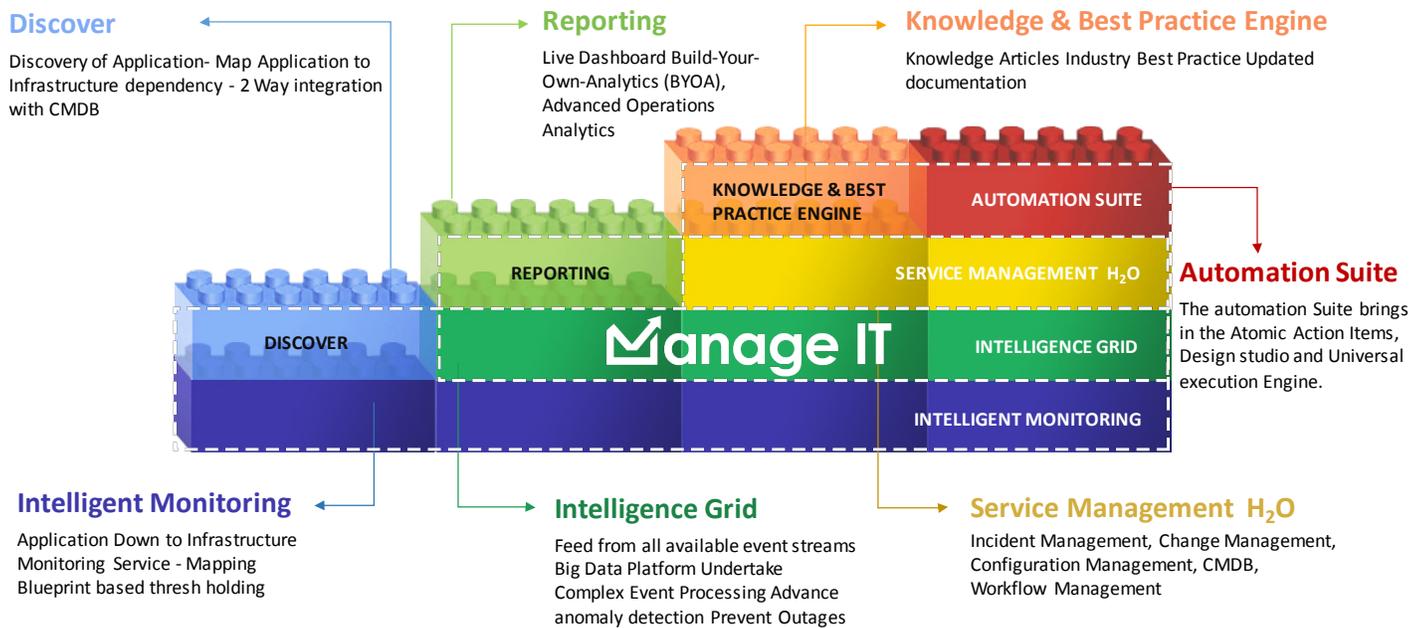
Hexaware accelerates the autonomous IT operation journey: Companies are making significant efforts to choose the right technology and IT service providers to address their autonomous-led automation business needs and problems. Hexaware's autonomous IT operation-as-a-service model allows enterprises to innovate while helping to converge the workloads of their operations and infrastructure technology. Advancements in these technologies helps enterprises to shift their focus from regular IT operational transactions to building new business opportunities. Hexaware's overall solution delivers considerable cost savings while boosting customer experience.

Hexaware's RAISE IT platform enables companies to accelerate short- and long-term automation objectives: Hexaware offers an autonomous-led AIOps (artificial intelligence for IT operations) platform and an ecosystem that leverages artificial intelligence, machine learning and big data to identify the occurrence of irregular events in the IT landscape. Its large dataset of metrics from different IT workloads identifies technical glitches, performs data modeling-based pattern mapping, and takes preventive action to avoid disruption. It provides thorough capabilities that enable prescriptive, reactive, predictive and preventive management of operational transactions.

Hexaware's autonomous IT operation as a service offers an industrialized approach to the multi-cloud IT workload of the managed enterprise with a near-zero touch IT operational concept. I believe that the service has introduced a paradigm shift in the automation and autonomous digital IT operation world.

Manoj Chandra Jha, lead analyst, cloud and AIOps service

Autonomous-led AIOps maturity framework: Hexaware has reorganized the IT operation model structure to shift its people from handling quantifiable, mundane and predictable transaction work to a future-ready digital workforce. The organization is investing in re-skilling and upscaling its exiting employees in cutting-edge technologies such as cloud native, container, microservices, DevOps and IaaS. It is also focused on ensuring that its autonomous IT operation platform achieves autonomous incident management and service request resolution under most conditions and requires human intervention only in unusual situations.



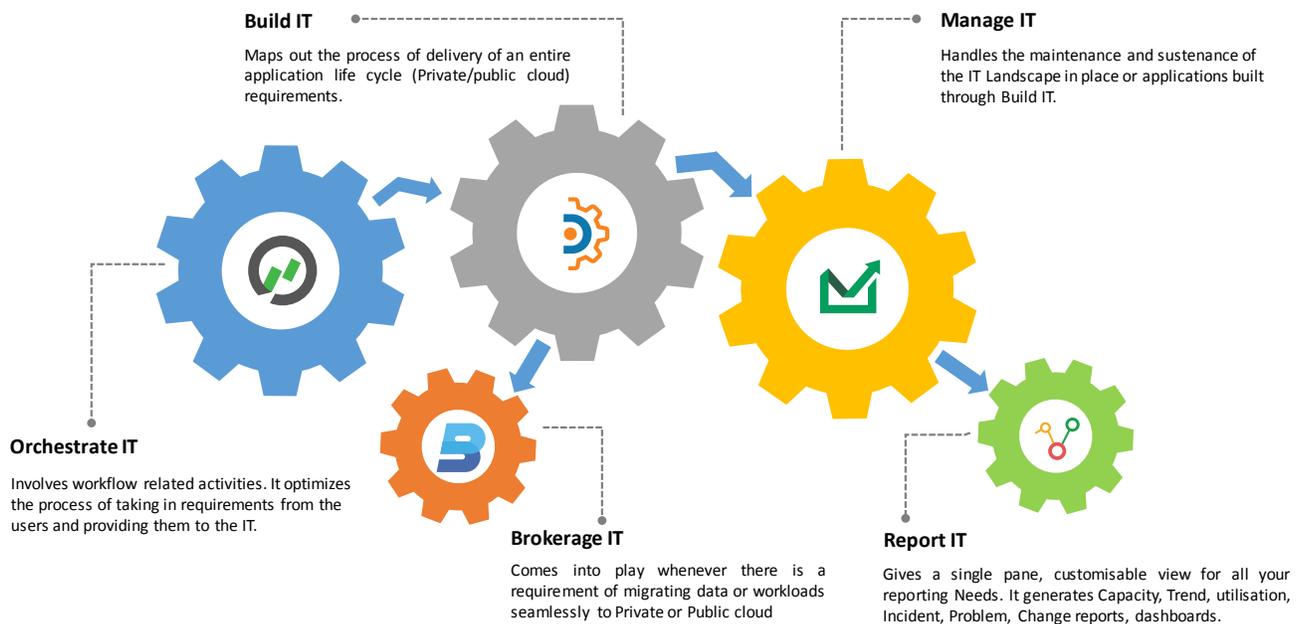
Source: Hexaware

Figure 1. RAISE IT — Run Automated Informed Secured Enterprise IT

Hexaware makes continuous investments to bring in multiple dimensions of automation: Cognitive technologies, AI and automation technologies have been Hexaware's strengths in the marketplace. Its competitive differentiators enable enterprises to derive significant benefits and grasp better control over the IT landscape. Over the last five years, Hexaware has made investments in building a compelling autonomous-led AI operational ecosystem to bring in agility, cost savings and other benefits for customers.

Enterprises are heading toward autonomous IT operation: Autonomous IT operations refer to the ability of a system to sense the state of its environment, analyze the resultant data to find operational issues or identify the changing resource requirements, adapt the environment dynamically to resolve issues, and address the changing business demands at an optimal cost. In recent years, industries have witnessed major advances in digital transformation and the ongoing convergence between operation technologies and infrastructure technologies. With the digital transformation of industry and infrastructure, process industries are gradually moving from automation to autonomous operations at various levels. This raises the prospect of further advancing smart IT operations and accelerating the overall business value.

Hexaware creates a paradigm shift in automation and the autonomous IT operation-led delivery model: RAISE IT, the automation and autonomous IT as a service platform, offers a cyclic model of managing and monitoring enterprise IT and a view of the complex business landscape. Its autonomous operation redesigns the way technology/service providers deliver services across the IT spectrum to accelerate the digital transformation journey of enterprises.

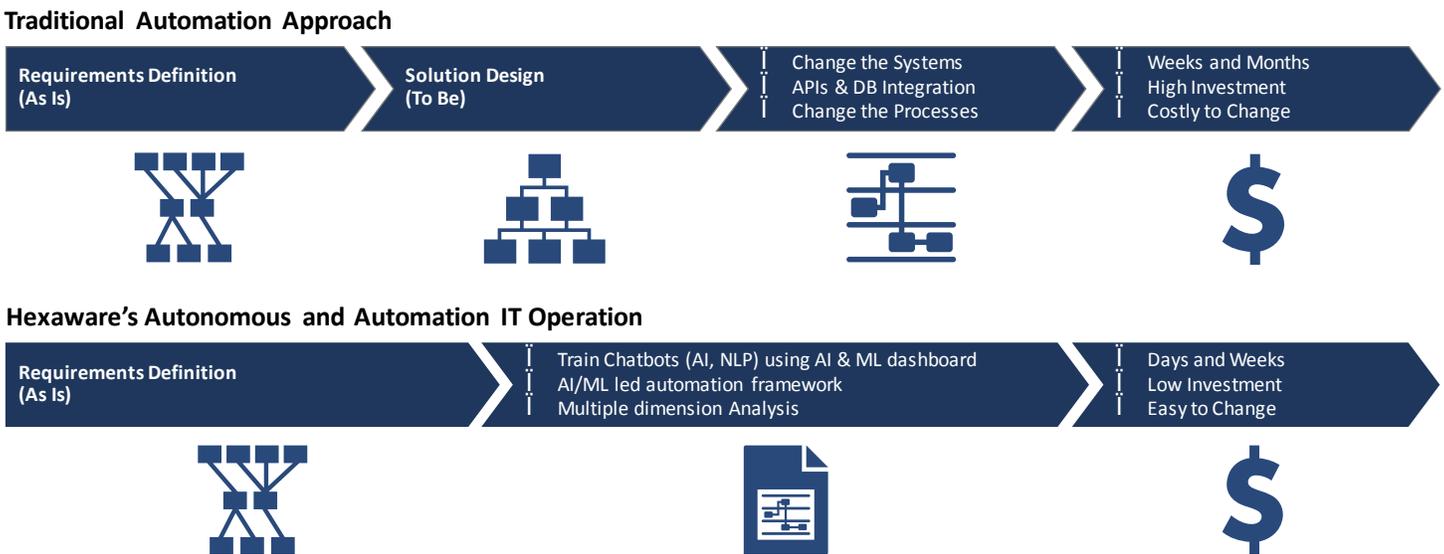


Source: Hexaware

Figure 2. Intelligent conversational AI, ML-based orchestration

RAISE IT, an AI-centric zero-touch IT operation: Automation for efficiency was at the forefront over the past decade when businesses were automating L0 and L1 tasks, as well as L1.5 to some extent. Automation was designed to cut operational costs, provide more consistent responses, and boost support productivity. The wider adoption of digital transformation and cloud has significantly increased the complexity of IT operations, resulting in higher dataset volumes and a wider range of workload management. Thus, there is a need to shift from traditional automation to an AI and ML-led cognitive automation ecosystem.

Hexaware autonomous IT operation vs. traditional IT automation models: This next-generation intuitive orchestration and autonomous-led intelligent IT operation platform provides customers with a deep business view, out-of-the box ready playbooks and end-to-end automation. The convergence between conversational AI and data modeling patterns has made it possible to automate L1 to L1.5 tasks that were traditionally entrusted to individual SMEs by tapping into the judgment insights that lie within the data itself.



Source: Hexaware

Figure 3. Hexaware is shifting the paradigm of traditional IT automation to autonomous IT operation

Client Quote:

According to the Head of IT Automation CoE, leading global wealth manager, investment bank and financial services company:

Hexaware's autonomous digital IT operation ecosystem is a step ahead of many vendors' AIOps products and it has market-leading capabilities to address the end-to-end automation challenge faced by most companies. The organization said that Hexaware's RAISE IT platform, an ecosystem with deep automation capabilities, has helped them to achieve 400 percent in cost savings. The organization continue to explore "automation as a service" capabilities to leverage on other line of business.

GUIDANCE

ISG has learned that Hexaware's autonomous-led AIOps framework and as-a-service capability are bundled in services for enterprises in the global IT market. Its entire ecosystem is designed in a modular fashion and can be integrated with the existing cognitive tools ecosystem of companies.

Hexaware offers best-of-breed cognitive technologies that help companies to drive their autonomous IT operation journey in an agile way. However, ISG believes that Hexaware's autonomous-led AIOps segment is maturing and will soon cater to higher levels of diversified workload operational support.

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