World’s leading brewery company streamlines HR with Business Process Harmonization, Global Template Development & Rollout, Support & Maintenance

Client Overview
World’s leading brewery holding phenomenal market share in over 20 key markets – more than any other brewer

Business Challenge
The Organization’s primary goal is to increase profitability by attaining growth through acquisitions. However, since the IT environment is heterogeneous both within the existing Organization globally as well from new acquisitions, it was becoming difficult to make sense out of the data spread across all the locations and systems. The Organization was facing a number of challenges that hindered exponential growth. This included both core ERP and HR applications.

The following where the challenges on the HR front:

- Duplication of processes
- Duplication of data
- Lack of standardization in process execution
- Inflexible systems
- Global view of consolidated data across countries
- Measurement of KPIs (Key Performance indicators)

Hexaware Solution
Hexaware, the leading HR solutions provider strongly felt that standardizing the processes and standardizing technology would enable the organization achieve the desired growth and success.

Hexaware suggested a solution to integrate processes, people and data in SAP’s net weaver environment to obtain a solid platform for open application integration, thereby helping the Organization to adopt scale of operations easily.

Being a heterogeneous environment which spans across various geographical locations, the conventional HCM implementation would result in productivity loss and waste of resources. Hexaware adopted the template approach to deploy the solution in various locations. This solution would rollout in 30 countries and in 11 languages (spread over NA, Europe, and Latin America), wherein each country would be grouped as clusters and zones.

Global Template Solutions
The Business process was standardized and consolidated with 80% global and 20% local processes and data elements. Additionally, the solution was packaged in three covers to cater to each cluster/country as required. The Global template for the Bronze/Silver/Gold package was frozen and completed before it was deployed in various zones.

Bronze covers
- This cover consists of Organization Management, Personal Administration, Negative Time Administration and Payroll interfaces

Silver covers
- In addition to the Bronze pack, this cover includes Benefit Administration, Employee self service / Manager self service, e-Recruitment, Learning and Knowledge management.

Gold covers
- Besides the Silver pack, the Gold cover includes Performance Management, and Compensation Management.
Solution Approach
The following was the solution approach in design, development and rollout of the Bronze, Silver and Gold covers.

- Approval was taken from the different zones before the Bronze / Silver / Gold packages were finalized.
- At the time of local zone implantations, the local requirements where identified and reviewed by the global team.
- These requirements were incorporated globally.
- The Business process was standardized and consolidated with 80% global and 20% local processes and data elements.

Objective - The global template concept

About Hexaware
Hexaware is a leading global provider of IT and BPO services. The company has achieved leadership position in domains such as Banking, Financial Services, Insurance, Transportation, Logistics and HR-IT solutions. Hexaware focuses on delivering business results leveraging technology solutions and specializes in Business Intelligence & Analytics, Enterprise Applications, Independent Testing and Legacy Modernization. Hexaware has been providing business technology solutions for over 21 years and offers world class service delivery, technology leadership and skilled human capital.

Project Timelines
- Country Rollouts 4+ Years – October 2007 – December 2011
- Application support and Maintenance – 5 Years - till July 2012

For all Hexaware office locations, visit: http://www.hexaware.com/worldwide.htm

Safe Harbor
Certain statements on this flyer concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.