Case Study

HR transformation journey continues with 24x7 Workday support for World's leading healthcare information services company

Client Overview

Client is a leading global information and technology services company providing clients in the healthcare industry with end-to-end solutions to measure and improve their performance with 15,000 employees across 100+ countries.

The Need

Clients growing millennial workforce & acquisitions required them to move from their legacy PeopleSoft HR application to modern cloud based Workday application. A partner with immense experience in Workday & PeopleSoft application, was needed to help in the deployment & support of

- BU level requirements for detailed complex reports
- Integration of Workday application with other key business systems catering Financial Planning & Budgeting, BI, CRM, Learning Management, Payroll & more
- Running and maintaining daily operations using Workday application
- Transition to production support.

Technical Environment

- Workday - Core HCM, Talent/Performance & Succession, Recruiting, Benefits, Payroll, Absence Management and Time Tracking
- Other business systems - PeopleSoft (Payroll), SAP, Salesforce, Active Directory, SABA, Concur, JML, LMS, Arc, PBF (Planning, budgeting & forecasting), MRDW (ETL), and OBIEE (Security).

Hexaware's Solution

Hexaware provided an offshore based Workday support centre for the client to fulfil their requirements and enable smooth functioning of their everyday processes. The entire gamut of requirements and issues was handled in a SLA driven approach. The following steps were taken by Hexaware to resolve all issues and challenges faced by client -

- **Seamless integration to downstream systems:** Provided solutions & built 80 + Workday integrations to PeopleSoft payroll, third party & downstream systems
- **Creation of complex reports:** Designed best solutions on report development covering Workday functionalities such as Core HCM, Compensation, Security, Talent and Recruiting
- **Efficient handling of day-to-day transactional sheets and uploads:** Provided solution to optimize data uploads into Workday
- **Proactive initiative to resolve user access issues in downstream applications** without modifying the existing design/code
- **Automation of existing manual process:** Developed custom integration and automated the existing manual process of moving the employee profile photos in & out of the HR employee directory. This saved a lot of time and effort for the users
- **SLA driven 24x7 Workday Support:** Workday AMS Support service centre was built for resolving L2, L3 and L4 issues and incidents. It was a SLA driven model with round the clock support.

Business Benefits

60%

Reduction in manual efforts by optimization of data uploads

AUTOMATION

Of recurring manual processes resulting in time and effort savings

100%

Adherence to SLAs

Engagement Highlights

- **Value addition -** Hexaware went beyond the defined scope of work to add value to client's processes. Client was experiencing challenges in a mass notification process. Hexaware took up this challenge even though it was not defined in the scope and provided solution for this issue and thereby added immense value to the client. This solution was well appreciated by the client
- **Customer focus initiatives:** The talent profile template available in Workday did not fit the client's requirement. Hexaware took up this challenge and prototyped the customer expected template in Workday. This was not in the defined scope of work. However, Hexaware understood the client needs and designed the layout accordingly
- **On-time delivery of quality deliverables**
- **Out of box solutions for new reports and integrations.**

About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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