

HEXAWARE

Leading Bank Transforms Its Human Capital Management (HCM) Processes

A prominent Riyadh-based bank underwent a comprehensive Human Capital Management (HCM) transformation led by Hexaware

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is a leading bank based out of Riyadh. It is the third largest Saudi Bank by deposits and has 80 branches across Saudi Arabia and 1 branch in London. It offers Investment Banking, Commercial Banking, Private Banking, and Islamic Banking services.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The major business challenges encountered by the client included:

- Consolidate disparate HR systems from 2 entities in a post-merger scenario.
- Reduce TCO for supporting applications and improve the visibility of regional performances.
- Comply with local norms.
- Automate efforts for overtime and indemnity calculations.



Solution

- Client
- Challenge
- | **Solution**
- Benefits
- Summary

HCM Transformation Journey

The client was running its HR processes on PeopleSoft and wanted to be agile by tapping into the latest features of the cloud-based SaaS solution. After a detailed assessment, Hexaware performed a complete HCM transformation by migrating the client’s 5000+ employees from PeopleSoft to SuccessFactors, spanning all modules. In 2019, the client acquired a prominent Saudi Bank, which was operating its HR processes on Oracle EBS.

Incidentally, Hexaware was the vendor managing Oracle EBS Install for the acquired Bank. Hexaware did a similar exercise by moving the acquired Bank’s 2500+ employees onto the client’s SuccessFactors SaaS using its proprietary ‘Amaze for Modernization’ platform, which helps shorten the migration time. The organization reported significant cost savings, having a single source of truth for all its HR processes.

Connecting with Social Media Platforms

The client was running its HR processes on PeopleSoft and wanted to be agile by tapping into the latest features of the cloud-based SaaS solution. After a

detailed assessment, Hexaware performed a complete HCM transformation by migrating the client’s 5000+ employees from PeopleSoft to SuccessFactors, spanning all modules. In 2019, the client acquired a prominent Saudi Bank, which was operating its HR processes on Oracle EBS.

Incidentally, Hexaware was the vendor managing Oracle EBS Install for the acquired Bank. Hexaware did a similar exercise by moving the acquired Bank’s 2500+ employees onto the client’s SuccessFactors SaaS using its proprietary Amaze® platform, which helps shorten the migration time. The organization reported significant cost savings, having a single source of truth for all its HR processes.

Connecting with Social Media Platforms

In order to allow its employees to collaborate and share documents around a topic or idea in a cloud-based social media platform, SAP Jam to SuccessFactors integration was made possible by configuring Jam and reconciling data between source and target systems.

Localization of SAP Data Center

To comply with local norms, the client had mandated SAP to migrate its SuccessFactors data center from

SAP EU to SAP KSA (Saudi). Due to the criticality of business functionalities, Hexaware provided end-to-end functional validation of the entire SuccessFactors application post migration, to ensure all features work as expected.

Managed Services

As a part of Hexaware providing 24*5 SuccessFactors support (Levels 1, 2, & 3) for the merged entity, Hexaware significantly minimized manual efforts involved for overtime and indemnity calculations.

The Hexaware team regularly performed analysis on approved overtime amount, amount paid by payroll, and pending payments, resulting in no overtime pending payments reported for the past three months. Also, the process of calculating indemnity was automated by including additional pay components in a short span of time, which otherwise would have led to lots of interventions in manually correcting values.

Benefits

- Client
- Challenge
- Solution
- Benefits**
- Summary

The client achieved exceptional results with Hexaware’s contribution, including migration of 5000+ employees from PeopleSoft to SuccessFactors. Some of the significant benefits realized include:

25%
decline in client’s TCO.

\$400 K
savings in payroll, HCM, time tracking, and absence areas.

Ensured seamless processing of SuccessFactors application, post data center migration.

95%
reduction in man-hours to handle user queries for overtime and indemnity.



Summary

Client

Challenge

Solution

Benefits

| Summary

Hexaware transformed the Human Capital Management (HCM) processes of a leading bank based in Riyadh. Faced with the challenge of consolidating HR systems post-merger, the bank, with Hexaware's expertise, migrated 5000+ employees from PeopleSoft to SuccessFactors, achieving significant cost savings and a unified HR process. The integration of SAP Jam with SuccessFactors facilitated seamless collaboration, while the localization of the SuccessFactors data center ensured compliance with local norms. Hexaware's managed services not only provided 24*5 support but also automated overtime and indemnity calculations. Thus, resulting in substantial business outcomes, including a 25% decline in Total Cost of Ownership (TCO), \$400K in savings, and a remarkable 95% reduction in man-hours for user queries.



About Hexaware

Hexaware is a global technology and business process services company. Our 27,000 Hexawarians wake up every day 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 40+ offices in 19 countries, we empower enterprises worldwide 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.

Get in touch