



## 24x Improvement in Critical HR Approval Processes with Seamless Oracle Fusion HCM Cloud Application Support

### Client Overview

The client is a leading investment firm in real estate and development, oil and gas, healthcare, facilities management and information technology (IT) businesses in the Middle East.

### Client Business Need

The client required post-implementation and on-going support for stabilizing and optimizing their Oracle Fusion HCM Cloud application, which backed its workforce management, absence management and payroll operations. They also required advisory help for improving their functional knowledge on Oracle HCM cloud application, its enhancements and the basics of timely upgrades.



### Hexaware's Solution

Hexaware was selected as a preferred partner after it successfully deployed Oracle Fusion HCM and Finance Cloud application. Hexaware set up an offshore model & performed the following set of activities

- Uninterrupted payroll support
- Functional support for handling application related queries
- Implementation of enhancements for better usability
- Automation of customized dashboard reports
- Application of new elements in payroll process
- Engagement with OEM for product related bugs and issues



## Project Milestones

The various project milestones that the team encountered on their way to stabilizing post go-live implementation are -

- Complex set-up and enhancements personalized to client requirements
- Development and automation of complex dashboard reports
- Faster resolution of functional and production incidents
- Expert and dedicated support for payroll system

## Engagement Highlights

- Fusion Release 10, Release 11 Upgrade and testing
- Monthly payroll support
- Extensive Reports Customization & Modification
- New absence types and plans
- ESS and MSS support
- Knowledge Transfer

## Engagement Highlights



**24 times**  
**Faster processing of approvals by automated reports and workflows**



**Personalized and automated notifications for extended employee visibility**



**100% Adherence to SLAs**



**Stabilization of post go-live HR system**

## Technical Environment

- Oracle Fusion HCM
  - Core HR
  - Absence Management
  - Payroll

## 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. 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.' 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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