



Oracle Application Outsourcing pays high for a Global Supply Chain and Logistics market leader

About the Client

Client is one of the world's leading logistics and supply chain companies with 22,000 employees, with operations across 100+ countries with 500+ offices.

Business Challenges

Client's hyper growth being a top 15 logistics industry leader, left its human capital strategy in a disarray with many inefficiencies as highlighted below

- **Global HR Reporting** - was a nightmare for the HR team as it required data consolidation from local legacy systems in place and manually combine it into reports
- **Desperate systems and processes** - across clients operations and locations
- **Poor Workforce Insights** - due to the absence of HR Management System
- **Dissatisfied Employees** - due to poor performance management processes in place.
- **Alarming Higher Costs** - triggered potential HR-IT outsourcing needs. This led to its decision of outsourcing their PeopleSoft HR & Finance application for improving the quality of HR service delivery.

Outsourcing Journey

Hexaware was selected to lead this HR transformation agenda backing its proven Oracle application outsourcing capabilities and its deep knowledge in HR process value chain.

Consulting

- Process Study – AS IS Vs TO BE
- HRMS Product Evaluation & Recommendation

Deployment

- Implementation of Oracle Core HRMS, SSHR, Performance Management, HRMSI (BI) on Oracle version R12 (12.1.1)
- Modules - Core HRMS – 12.1, SSHR – 12.1, Performance Management 12.1, HRMSI 12.1

End of OEM Life Support

- Upgrade of Oracle E-Business Suite Ver R12 (12.1.1) to 12.1.4 for the modules like core HRMS, SSHR, Performance Management, Compensation and SSO
- Create Test scripts module-wise which should cover standard and customized functionality
- Retrofit the customization and verify all the personalization done earlier
- Test all the standard and customization functionality based on prepared test scripts and prepared the issue logs for all the bugs encountered
- Prepared the migration script and checklist based on issue resolution

On-Going Support and Maintenance

- Support of Oracle E-Business Suite Ver R12(12.1.1) for the modules Oracle core HRMS, SSHR, Performance Management, HRMSI
- Customization for additional customer requirements in Performance Management system
- Development of Interface with Middle East HRMS System



The Solution



Business Challenges

In addition to the above key highlights, Hexaware also provided solutions for complex issues such as:

- Data collection and cleansing to conform to global standard practices for all 54 countries
- Data privacy and security based on various locations and business requirements
- Multi country integration of HR functions.
- Extensive OAFW pages personalization on SSHR and Performance Management module
- 24*7 Application Accessibility at all 54 locations

Benefits

- Streamlined the Recruit to Retire processes for 22000+ employees across 54 countries
- 25-30% reduction in support cost by optimum onsite –offshore resource mix and implementation of best practices
- Y-O-Y productivity gain of 5-7%

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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