



## World's leading hospitality brings business agility with PeopleSoft Application Outsourcing

### Client Overview

Our client is a world leader in the hospitality industry. They are an international developer and operator of destination resorts, luxury hotels, and casinos.

### Challenge

Our Client's aggressive business expansion and growth plans were hindered by multiple challenges, such as,

- Mounting costs of HRIT & Finance IT spend to maintain complex PeopleSoft environment
- Ineffective & time consuming HR service delivery led to poor employee experience.
- Longer cycle times in processes like Performance Management, Absence Management etc
- Lack of workforce insights led to decisions not based on quantified data.
- Application reliability was hampered due to frequent downtimes
- Longer cycle times for On-Boarding new recruits
- Higher percentage of critical employee bandwidth was spent on non-strategic KRA's

### Project Challenges

Hexaware's experience and the reliability of its methodology was a great advantage because the Hexaware team was up against many challenges.

- Change Management to streamline the Incident reporting & management
- Multi-geographic support across different time zones

### The Hexaware Engagement

Hexaware was selected to manage & support client's complex PeopleSoft HCM & Financial application.

As a part of this engagement, Hexaware provided:

- Level 1 to Level 3 maintenance and support services:
  - HCM Modules Included Core HR, Global Payroll, Payroll, Performance Management, Benefit Administration, Recruitment (TAM & CG)
  - Finance Modules included General Ledger, Account Payable, Inventory, Procurement and Asset Management
- Process improvement services across the value chain of Hire to Retire, Procure to Pay and Order to cash business cycles
- Effective Monitoring and tracking of customized payroll for 10,000+ employee's world-wide.
- New set of enhancements were made to support clients critical business requirements



## Engagement Spotlights:



Process standardization and process improvements



Significantly reduced HR-IT operational costs



Level 1 to 3 Support



24\*7 Service Coverage



Multi-Country Support



SLA Driven Incident Management



Global Delivery Model

## The Solution

Hexaware assumed the responsibility of being the single point of contact for all PeopleSoft application needs. Hexaware leveraged its Global delivery model with a skilled and experienced team for providing end to end Global PeopleSoft application support to all of the client's properties and facilities across globe, including those at Bahamas, UAE, Morocco, Maldives and South Africa.

- Conducted extensive reviews with key stakeholders to identify critical areas of concern
- Redefined HR processes across HR & finance value chain to fit clients business model
- Managed Services Support with proactive response system(24/7 model) on incidents & issues, with defined SLA driven governance`
- Service predictability with 360 degree transparency using project dashboards and performance
- Enhancing system reliability

## Results

With the activities & processes, of PeopleSoft outsourcing, our client was able to realize immense savings

### ROI's Delivered

- 400% improvement in payroll performance through performance tuning of global payroll scripts
- HR OPEX costs saved by 41%
- On-boarding new hires got faster by 73%
- Reduced cycle time in month-end financial closure by 23%

### Operational Efficiency Delivered

- Standardized and enhanced HR processes
- Freed up Internal IT, Finance and HR workforce to focus on innovation rather than maintenance
- Data driven HR decisions due to organized reporting on Core HR, Payroll, Benefits and Recruiting
- 24/7 system availability with better performance and well-planned disaster recovery for business continuity

**ORACLE** Platinum Partner

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