



# World's leading Fortune 500 Insurance giant transforms with HR-IT Takeout

## Client Overview

With a turnover of USD 17 billion and a customer base that spans 130 countries, the client is a leading international insurer serving commercial, institutional, and individual customers through one of the most extensive worldwide property casualty networks for any insurer. Counted amongst the Fortune 50 and listed on stock exchanges in New York, Ireland, and Japan, the client's companies are leading providers of life insurance and retirement services in the United States.

## The Situation and Challenge

Our client's process footprints for its human resources were highly complex with multiple operating systems. Most of them were deployed at the local level keeping in mind the immediate business needs of the location. The client's ever-expanding global footprint had spawned over 130 different country-based systems with very little business synergy thus creating islands of information. This fragmented HR infrastructure with widely disparate processes and standards impacted in getting single view for their entire functions.

Operational costs were reaching peak heights while maintaining and managing their entire portfolio of complex HR systems and processes. Incidentally, the risk coverage was getting higher enough for an internal audit to identify HR systems, data, and process stability as areas of concern. Lack of In-house capabilities added more concerns raising many questions towards operational efficiency.

## Transforming HR into a Responsive and Strategic Business Partner

The client realized that significant remediation was required to complete the integration and achieve a unified integrated HR shared services environment with end-to-end operational visibility. Such an integrated system with all its attendant benefits would help the HR team in focusing on its core activities and be a strategic business partner in the true sense of the world. This triggered them to look for a HR transformation partner who could help them in revamping their Human Resource strategy.

Hexaware was selected as a strategic HR-IT partner for this multi-year HR transformation engagement. With its core team of HCM (Human Capital Management) solution experts, Hexaware engaged with them for providing high level consulting assessment of existing processes, recommend best practices, laid future foundation roadmap and provided HR-IT takeout services for the entire HR-IT landscape.



Hexaware began this multi-year transformation journey way back in 2010 and has progressively moved up the scale to a point where its best practice recommendations and solutions are in action being the sole HR-IT innovator for the client. Our team has been supporting multiple on premise and on cloud HR systems as part of this engagement. This transition is a result of the sustained excellence demonstrated by Hexaware with its HR-IT Takeout capabilities.

“The consolidation of all North America Payrolls marks a major milestone towards our company’s HR Systems consolidation efforts, differs from other complex projects because of its reach and value to employees.

The efforts of the past few months have been formidable and bore results beyond industry expectations; we know there are still a few steps to go, but it is appropriate to pause and reflect on this significant milestone. Well done!

- Sr. Information Officer

## Key Engagement Spotlights

Improving Application Stability, Increasing Productivity, and Lowering Costs with Global Delivery Model - Hexaware is delivering a range of support and maintenance services including Tier 1, 2, and 3 helpdesk and application currency support, minor enhancements, production support, and application and infrastructure administration. Hexaware used its extensive functional and technology experience to establish a process and implement an onsite-offshore delivery model application management services (AMS) that resulted in:

## The Solution

- Increasing application stability and predictability
- Timely release of programs and enhancements
- Increased productivity
- Significant reduction in support and maintenance costs

**Payroll Process Standardization** - Hexaware standardized and consolidated client’s multiple payroll systems from 5 locations covering about 5600 employees into one single US Payroll/HCM PeopleSoft platform. The client now has a centralized payroll database which is used as the base for all reporting.

**Streamlined and Optimized HCM Cloud Application** – Clients HR Processes were further streamlined and optimized with end to end support for Workday HCM cloud platform. Hexaware integrated the solution with other key business systems such as HCM, CRM and Enterprise performance management etc. This HR cloud platform was made accessible on a global scale with timely support of Workday application rollout in every 3 to 4 months.

## Business Benefits

- **Single View of entire HR Operations** - Today, the client is enjoying the benefits of a single, globally integrated, responsive HR organization that operates as a shared services unit and, more importantly, as a strategic business partner.
- **Successfully driving the “People Agenda”** - Hexaware’s unparalleled support for client’s HCM applications have helped them to focus more on core HR activities. The HR team has been successfully focusing on driving the “People Agenda”
- **Significant Improvement in HR Service delivery** - With an integrated HR organization, there was a strong process synergy across all the business operating geographies. HR services improved drastically with much faster turnaround.

## Collaboration for Customer Success

Performance Category	Past	Now	Benefits
HR FTE / Employee Ratio	1:62	1:100+	HR Service Delivery Increased by 61%
HR Staff (for about 61,000 employees)	985	600	Reduction in HR FTE Costs by 39%
HR cost / employee (annual average)	\$3000+	\$1800	Reduction in per employee costs by 40%
HR Systems	153+	Approx 20	Retired 87% of legacy systems
% HR time on administrative work (over 2-3 years duration)	78%	40%	Reduced 38% of HR time for non-core activities

## 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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