

# Transforming **HR operations** for a Global Insurance giant with **Workday solutions**



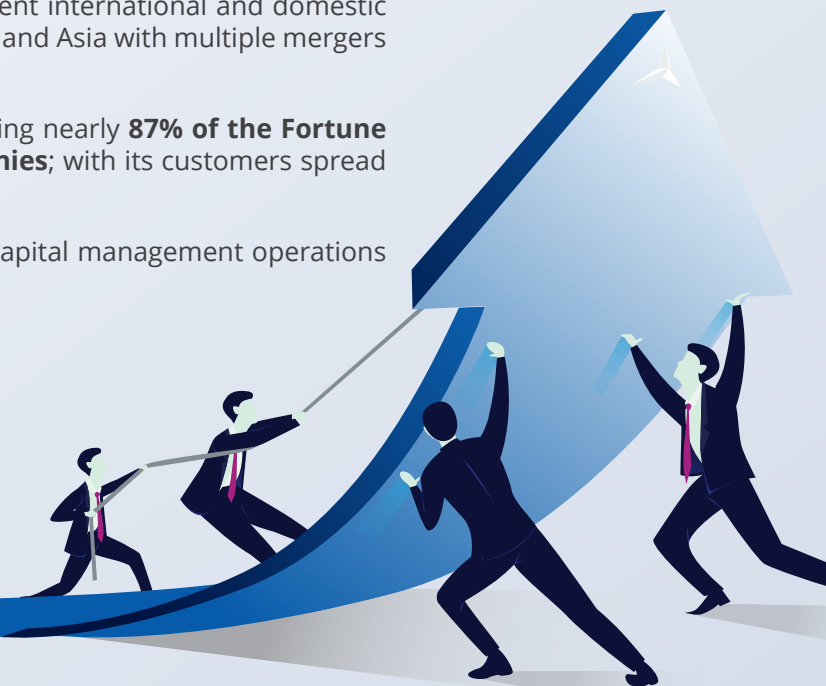
## Executive summary

Our customer, a global insurance giant consists of nearly **50,000 people across 80 countries**. During the 1950s, the corporation underwent international and domestic expansion. It expanded across Europe, North America, and Asia with multiple mergers and acquisitions.

Today it enjoys a **revenue of nearly \$50 billion**, serving nearly **87% of the Fortune 500 companies and 83% of the Forbes 2000 companies**; with its customers spread across 130 countries.

The customer found it difficult to operate its human capital management operations with siloed business systems across jurisdictions.

Most of its HCM operations in North America were on PeopleSoft. In other countries, they used different legacy HRM systems. For reporting, they used Cognos. For payroll, benefits administration, recruitment, performance management, and any such HCM functions, they relied on disparate systems in those countries.



## Key HCM issues

Global expansion is a complex affair. It is an intricate process taking place from multiple fronts, involving human resources, finance, and legal functions. To standardize these processes and to have a smooth transition, they needed a centralized system.

The business momentum kept the customer growing inorganically through multiple geographies and the company ended up with many disparate, siloed business systems.

*Due to these disparate systems, the customers faced many critical challenges*

**Lack of centralized management**

**Lack of a central view**

**Enormous CAPEX**

**Fragmented HR operations**

**Heavy licensing costs**



As a result of siloed operations, it was extremely difficult to get a centralized view of their human capital. They struggled to move the workforce across the borders and incurred extra licensing costs to maintain many business systems. Over time, it started to terribly impact their agility and operational efficiency.

Tackling the issues faced by the customer required global business process re-engineering with a centralized HCM system.

## Moving the people and operations to the Cloud

The customer felt the need to transform the HR function into a strategic business partner. This wouldn't have been possible without centralizing the entire HR function. Having on-premises systems such as PeopleSoft wasn't the ideal solution. That's when they started evaluating Cloud options.

### Workday: The HCM on Cloud

The customer started evaluating Workday in 2011 and began its implementation subsequently. Why Workday? There are many key benefits this Cloud-only HCM solution has to offer.

The customer carried out a phased approach with the help of this unified application and targeted countries with smaller workforce for a smooth transition.

*Workday offers the following benefits*



**No CAPEX: Runs entirely on Cloud, only operational costs have to be borne**



**Entire HR operation in one place**



**Well-organized**



**Simple and user-friendly**



**Constant updating: Updates rolled out every six months**



**Platform-agnostic: Being Cloud-based, works on PCs, Macs, and smartphones**

# Hexaware becomes a strategic partner

Switching to Workday wasn't easy, as the data was spread across multiple systems and was handled by multiple teams.

Hexaware worked across the PeopleSoft, HR reporting, and business intelligence applications during their move to Workday.

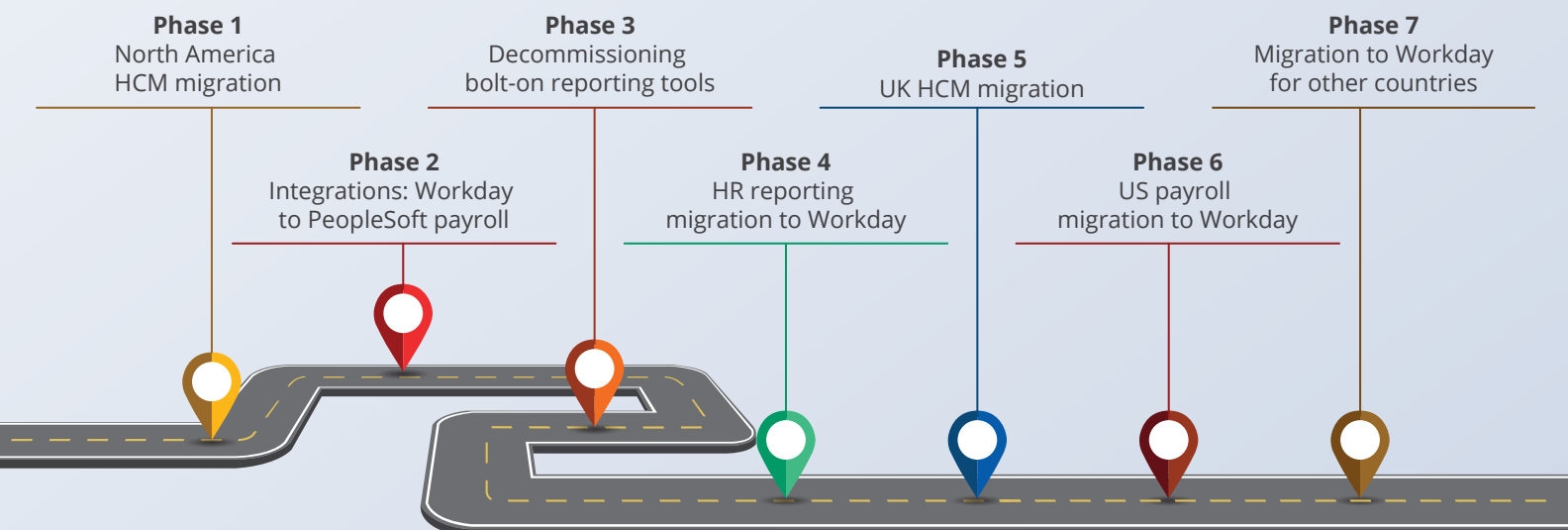
Segregated migration to Workday happened from 2011 to 2015 in a phased approach.

Hexaware formed separate teams and between 2012 to 2014, supported the client in quality assurance for both Workday and PeopleSoft.

Expert solutions were provided, best practices were recommended and a future roadmap for the HR reporting was laid out for the entire organization.

## Project roadmap

The overall project roadmap is as below



Hexaware continues to support the customer in its Workday HCM & reporting areas such as post-implementation system support in terms of bug fixing and operational efficiency.

Some of the key responsibilities include

## Timely release of enhancements & fixes based on SLAs

Improved productivity

Significant reduction in support and maintenance costs

Increasing the application stability and predictability



### Payroll standardization

Hexaware helped the customer centralize its payroll from multiple countries into one Workday-based system



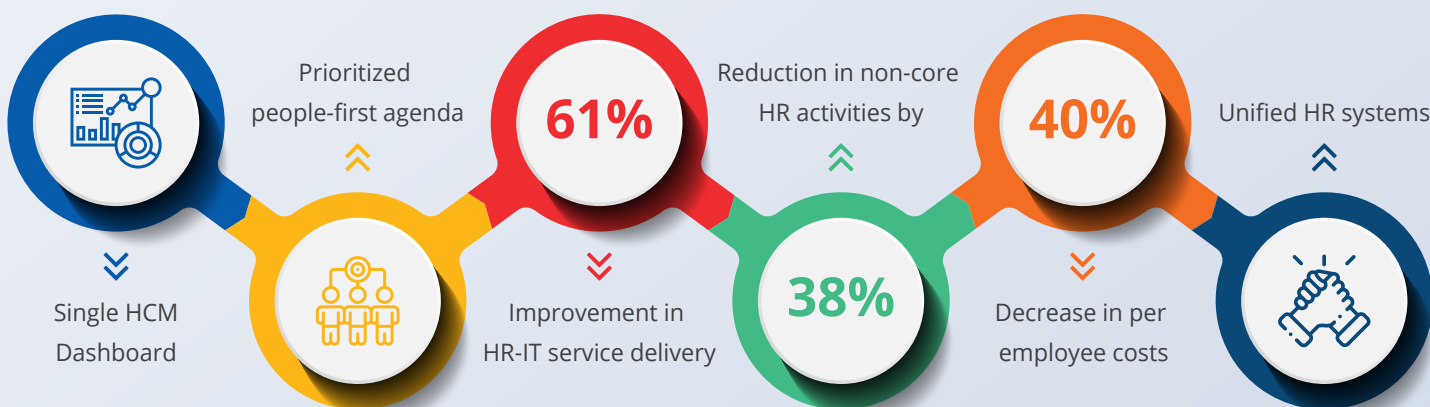
### Standardized & streamlined HCM application

Hexaware built complex studio integrations that allowed the HCM system to interact seamlessly with other business systems for CRM, SCM, enterprise information management, etc.



## Business Benefits

The customer obtained a solution to all its HCM challenges through this multi-year engagement.



Hexaware continues to deliver level 1, 2, 3 support, bug fixing, production support, and infrastructure administration.



## Customer appreciation



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**







## 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.

Learn more about Hexaware at <http://www.hexaware.com>

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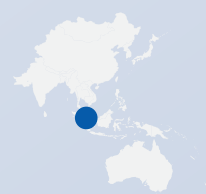
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Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.