



Global Clinical Research Provider creates a Global Rollout Template for HCM, Finance & Procurement for on-boarding new Entities

Client Overview

The client is one of the world's largest contract research organizations, serving combined industries of Health, Information Technology and Clinical Research. It is a provider of biopharmaceutical development and commercial outsourcing services, focused on Phase 1 – 4 clinical trials, associated laboratory and analytics services.

Business Needs



Ability of IT systems, processes and applications to handle frequent mergers and acquisitions



Localization activities for 100+ countries



Application rationalization to improve process efficiency and cost savings



Accelerate speed for computation of Treasury Fund sources and flows



Hexaware's Solution

Agile for Frequent Mergers

The client is subject to frequent mergers and acquisitions. Partnering with our client since 2005, Hexaware understood the inherent need for the client's IT systems, processes and applications to be as agile as possible and created a global rollout template (small and large country models) for Financial, Supply Chain, Project Systems, Sales and Distribution processes.

This effectively reduced the on-boarding time of a new entity from 6 to 4 months for standard processes.

Localizations

With their presence in 100+ countries, the client had to cater to numerous localization norms. Hexaware stepped in and performed Bank Automation (SEPA & Non-SEPA) in AP & AR in EU Region, Electronic Documentations, Tax Setups as per country specific norms and local legal reporting to ensure full statutory compliance, thus supporting 180,000+ business transactions monthly for the client.

Automation

Due to its heterogeneous IT landscape, there was a lot of manual effort involved for transferring data between systems; for example, from HCM (PeopleSoft) to Procurement (SAP SRM).

Hexaware obviated these interventions by integrating PeopleSoft with SAP HR and SAP SRM, so that the supplier relationship management users can perform daily transactions according to their default spending limits.

Similarly, Hexaware performed several SAP integrations with the client's other boundary systems (Coupa, Concur and Fieldglass) via MuleSoft for Vendors, Accounting & Payments Modules.

Application Rationalization

A long-standing trusted partner of the client, Hexaware supported strategic Application Rationalization of moving the client's HCM suite from PeopleSoft to Workday, Financials from SAP to Oracle ERP Cloud and Procurement from SAP SRM to Coupa.

Hexaware also strategically manages Workday, Oracle ERP Cloud and Coupa installs for the client till date, resulting in numerous benefits such as single source of truth for employees' data and 20% reduction in daily sales outstanding from optimizing credit and collections.

Business Outcomes



Reduced the on-boarding time of a new entity from 6 to 4 months for standard processes



180,000+ business transactions supported monthly



20% reduction in daily sales outstanding, from optimizing credit and collections



Substantial reduction of manual efforts due to seamless integration





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 by 'Powering Man Machine Collaboration.' 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®.

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Hi-Tech & Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run Cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

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 <https://www.hexaware.com>

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Safe Harbor Statement

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.