



Leading UK Water Supply Organization standardizes its Finance & Procurement Processes

Client Overview

A leading water supply and treatment utility company headquartered in the United Kingdom provides essential water and wastewater services with a production output of 1.3 Gigalitres/day (drinking) and 1.0 Gigalitres/day (recycled).

Business Needs

The client ran its Finance & Supply Chain Operations in SAP ECC and later migrated to S/4 HANA for Central Finance, Financial Accounting & Cost Controlling (FICO), Materials Management, Sales & Distribution and Production Planning.

With a user base of 3000+ employees, the client was facing performance issues in processing high volumes of transactions and was constrained by a complex procurement experience. Additionally, manual testing when rolling out applications led to unforeseen delays. To streamline efficiencies, the client needed to



Minimize the invoice generation time



Improve application performance for processing high volumes of transactions



Increase spend visibility and control for procurement



Reduce onboarding time for new joiners and user inquires on payroll



Hexaware's Solution

Hexaware took stock and proposed a best-fit best practices solution that involved



S/4 HANA Enhancements & Database Migration

Since there was a slow performance for processing/transacting high volumes with the user base of 3000+, Hexaware migrated the client's application's database from HANA 1.0 to HANA 2.0 and automated invoice generation from device-based reading, resulting in a 68% reduction in bill processing cycle time.



Procurement Transformation

With distributed systems in place and no single source of truth, the procurement experience needed to be completely reengineered. Hexaware analyzed the business processes in detail and created a uniform platform to search for goods & services using Ariba, IBP & Fiori, augmenting supply chain efficiency by 20% for wastewater management.



SuccessFactors Support

On the Human Capital Management (HCM) front, there were lots of user inquiries on payroll & candidate onboarding. Hexaware performed end-to-end Managed Services for SuccessFactors - Payroll, Recruitment, Candidate Onboarding, Learning, thereby shortening the on-boarding process for new joiners by 40% and enabling speedier resolution of user's tickets by providing 24/7 payroll support.



Automation in Functional Validations/Testing

A lot of time was taken for rolling out applications due to manual testing. Hexaware did complete automation of all regression test scripts, using its proprietary ID2E test automation pack, contracting the time required for global application rollouts by 25%.

Business Results



68% reduction in the bill processing cycle time



20% augmentation in supply chain efficiency for wastewater management



50% faster onboarding for new joiners



25% time contraction for global application rollouts





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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