

Streamlining HCM applications with a Workday-centric solution **cuts capex and improves operations**

Global Insurance Company



Digital Case Study Awards 2022

Insurance

Global



Opportunity

The client, a global insurance company, had a highly siloed application portfolio for human capital management (HCM). This was a consequence of their growth through acquisitions.

Key HCM functionality related to reporting, payroll, or recruitment were split across multiple systems and their international employees were on an entirely different platform. In addition to a larger capex, this also prevented them from having a centralized HR view of their operations.

The client reported that they chose to partner with Hexaware for a solution to these issues thanks to their ability to scale, their access to talent and their specific expertise in Workday.

Imagining IT Differently

In a complex, four-year-long migration program with seven distinct phases, Hexaware transitioned all users and tools, and decommissioned all old systems.

Extensive use of accelerators and integration factories enabled Hexaware to reduce both the risks involved and the overall time required for the move.

Following this migration, Hexaware continued to work with the client in supporting their HCM portfolio in Workday.

Future Made Possible

The client credits the program, according to ISG, for revitalizing their HR systems and significantly improving operations. Tangible benefits included:

- Lower per-employee costs for the system
- Fewer HR FTEs
- Fewer IT resources and lower operation costs

A centralized view of operations also freed the HR employees to focus on more strategic work.

As a result of this program, the client was able to retire 87% of their legacy systems, moving from over 150 applications to fewer than 20.