

HEXAWARE

HR Modernization for a Global Leader in Legal Services

Powered by Oracle HCM Cloud for unified
operations.

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A leading provider of legal process outsourcing services, the client supports corporations, law firms, and academic institutions across global markets. With a vision to build a modern, agile workforce, the organization embarked on a comprehensive HR modernization initiative to drive consistency, transparency, and performance through digital innovation.



Challenge

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Challenge

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Disconnected HR Systems, Inconsistent Experience

The client's ambition to modernize its workforce operations was being held back by fragmented HR processes, outdated tools, and heavy manual effort. With operations spanning North America and APAC, the organization faced persistent inefficiencies across core HR functions.

Key challenges included:

- Scattered HR systems across regions, resulting in data silos, duplicated effort, and inconsistent reporting
- Payroll inaccuracies due to lack of integration between the biometric application and absence management, leading to employee dissatisfaction
- Recruitment delays driven by outdated processes and limited automation
- Manual performance reviews, with inputs collected and consolidated manually from different management tiers, leading to delays and inconsistencies
- Limited workforce visibility, as decision-makers lacked access to real-time data and analytics

- Inaccurate headcount reporting caused by disparate and locally stored employee records
- Administrative overhead, including manual generation of HR letters, benefit forms, and notifications, due to insufficient system integration with other business platforms

These systemic gaps made it difficult for HR to act as a strategic business partner. Recognizing the need for a comprehensive HR transformation, the client engaged Hexaware to design and deliver a scalable, cloud-based solution.



Solution

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A Unified, Cloud-Enabled HR Ecosystem

Hexaware implemented Oracle HCM Cloud and Taleo through a phased deployment across the client's global operations. The program leveraged Hexaware's certified rapid implementation methodology to deliver early wins and long-term scalability.

Key highlights of the solution included:

- Automated data migration using validation tools to ensure clean, historical HR data
- Unified HR and payroll deployment across five business units with geo-specific processing logic
- Customized talent management aligned to regional business requirements
- Development of attendance and absence reports for better planning and compliance
- Streamlined performance management with KPI-based goal-setting and evaluation
- Real-time, mobile-enabled access to HR services for both employees and managers



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Tangible Gains from Seamless HR Integration

The engagement delivered measurable outcomes that elevated the client's workforce capabilities:

- Single source of truth for HR data across North America and APAC
- 10x improvement in headcount reporting accuracy and efficiency
- Elimination of manual efforts, with 100% reduction in workload for many HR tasks
- End-to-end automation between Oracle HCM Cloud, CRM, payroll, biometric, and benefits systems
- Enhanced employee satisfaction through transparent performance cycles and digital access
- Consistent, mobile-friendly HR experiences for a distributed, modern workforce

This transformation positioned HR as a strategic enabler—delivering business value while optimizing operations.



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Hexaware partnered with a global legal process outsourcing provider to drive HR modernization through the implementation of Oracle HCM Cloud. By integrating core platforms and automating critical HR processes, the initiative delivered unified data, deeper insights, and a more connected employee experience—fueling agility, accuracy, and workforce satisfaction.



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

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

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