



HEXAWARE

How a Leading Hospital Chain Achieved 5X Payroll Efficiency Through Oracle HCM Cloud Implementation

Hexaware transformed HR operations for a leading hospital chain across the UAE and Oman through Oracle Fusion HCM Cloud implementation, achieving 5x faster payroll processing, 16x faster global reporting, and a 30% reduction in HR workload.

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

Building a Unified HR Vision Across Borders

The client, based in the UAE, operates 14 renowned hospitals in various emirates of the UAE and one branch in Oman specializing in cosmetic surgery and general consultation. The workforce across these locations includes administrative staff, clinical staff, and doctors. The client sought a strategic implementation of Oracle Fusion HCM Cloud to streamline HR operations and optimize payroll processes efficiently.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

Disconnected Systems Slowed Efficiency and Employee Experience

The client's expanding network of hospitals across various regions faced multiple challenges due to the absence of a unified HR system. Recognizing the importance of optimizing staff productivity to enhance employee experience and drive performance, the C-suite prioritized strategic investments. However, several key issues arose:

- **Inaccuracies and Delays in Global HR Reporting:** A heavy reliance on manual processes led to frequent reporting errors and significant delays, creating operational inefficiencies and a lack of visibility into workforce data.
- **Siloed Operations:** Each of the client's 14 branches operated autonomously, maintaining separate employee and payroll records, which resulted in fragmentation.
- **Employee Dissatisfaction Due to Payroll Inefficiencies:** The manual payroll processes were labor-intensive and prone to inaccuracies, necessitating automated solutions to improve efficiency and reduce errors.
- **Lack of Standard Operating Procedures (SOPs):** The absence of standardized procedures across branches hindered the ability to gain consistent insights into the workforce.
- **Need for Enhanced Statutory Compliance:** The organization required better mechanisms to support compliance with country-specific regulations and legal requirements.



Solution

- Client
- Challenge
- Solution**
- Benefits
- Summary

Oracle Fusion HCM Cloud: The Foundation for Smarter HR Operations

Project Scope

Hexaware implemented Oracle Fusion HCM Cloud as the central HR system, incorporating key components such as:

- **Integration of Absence Management with Payroll:** Streamlining processes by connecting the absence management system directly with payroll functionalities.
- **Country-specific Payroll Localization:** Ensuring payroll processing adheres to local regulations and standards.
- **Core HR System Integration with Time and Attendance:** Enhancing enterprise solutions through seamless integration between the core HR system and time and attendance tracking.

Key Project Highlights

- **Innovative Gratuity Solution:** Created a unique solution for calculating gratuity for non-citizen UAE employees, facilitating accurate financial planning and costing.
- **Customized Absence Management System:** Developed a centralized system featuring country-specific business rules tailored to each employee's role, improving management of absences.
- **Enhanced Workforce Analytics:** Leveraged Oracle Fusion HCM Cloud analytics to provide deeper visibility into employee data, delivering valuable insights for better decision-making.



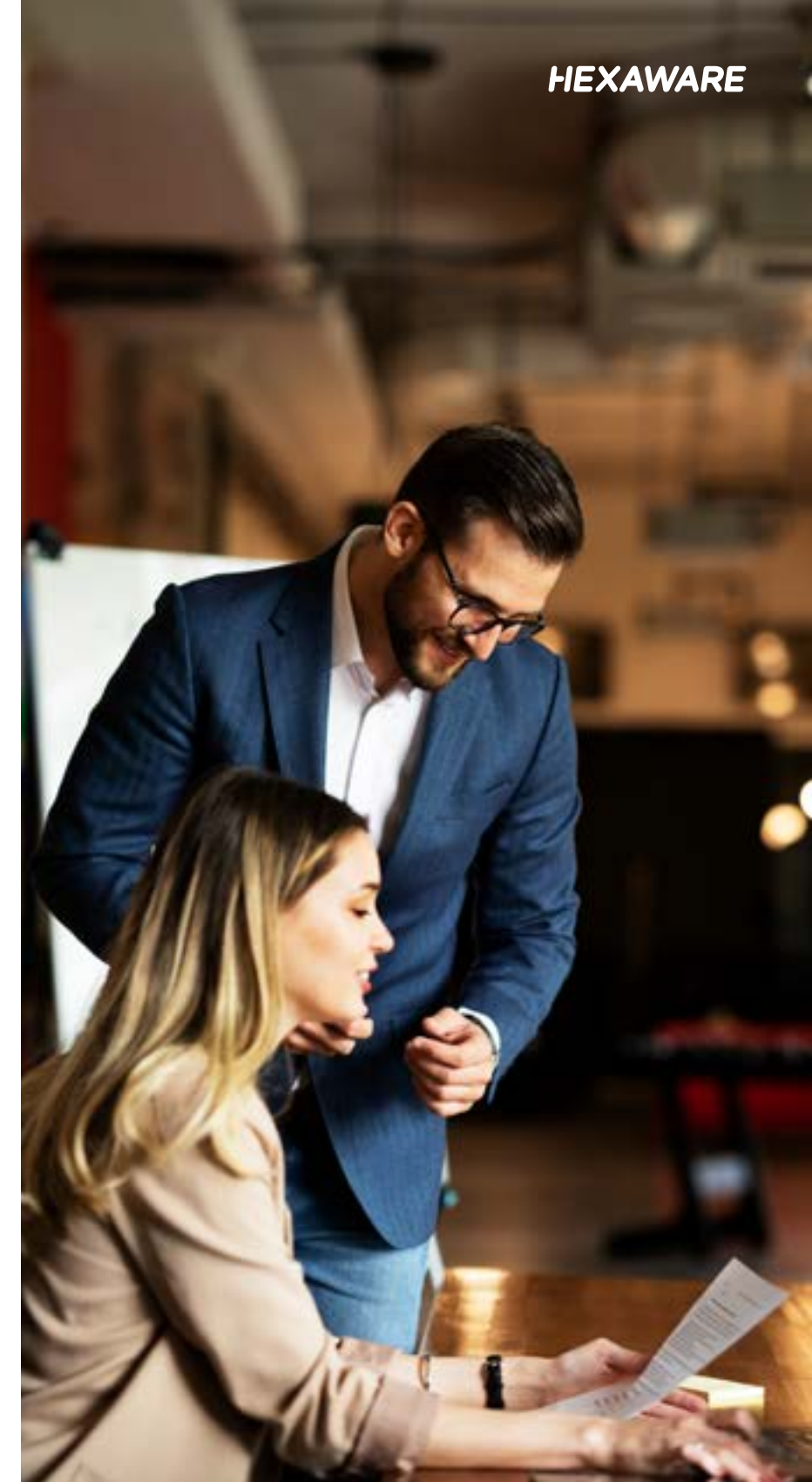
Benefits

- Client
- Challenge
- Solution
- Benefits**
- Summary

Automation That Drives Measurable Results

The client achieved several significant benefits through the Oracle Fusion HCM Cloud implementation, which transformed their HR operations and overall organizational efficiency. Here are the key benefits realized:

- **5x Faster Payroll Processing:** Payroll automation streamlined operations, significantly reducing processing time, enhancing efficiency, and accuracy.
- **16x Faster Global Reporting:** Improved reporting capabilities allow for rapid access to critical data, facilitating timely decision-making across the organization.
- **30% Reduction in HR Workload:** Automation of low-priority tasks has led to a substantial decrease in HR workload, enabling staff to focus on strategic initiatives.
- **Extended Workforce Insights:** A unified HR system provides comprehensive insights into workforce dynamics, enhancing data-driven decision-making.
- **Employee Empowerment:** Personalized user experiences foster greater employee engagement and satisfaction, contributing to a more motivated workforce.
- **Automated Absence Management:** The implementation of an automated absence management system helps mitigate potential revenue loss by ensuring accurate tracking and reporting of employee absences.



Summary

- Client
- Challenge
- Solution
- Benefits

| Summary

Modern HR, Unified Workforce: The Hexaware Advantage

Hexaware’s Oracle Fusion HCM Cloud implementation helped a leading hospital network achieve a 5x improvement in payroll processing, a 30% reduction in HR workload, and 16x faster global reporting. With automated absence management and enhanced workforce insights through a unified HR system, the solution empowered employees with personalized experiences while improving operational efficiency across 14 branches in the UAE and Oman.



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>.

Get in touch