

HEXAWARE

Transforming HR Performance for 20,000+ Employees with Oracle HCM Cloud Implementation

Hexaware's tailored Oracle Fusion Cloud HCM solution streamlined HR performance management for a global pharmaceutical company.

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

The client is a leading global biopharmaceutical services organization with operations across 20 countries, with more than 20,000 employees. They needed a robust Oracle HCM cloud implementation to optimize their HR operations.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client struggled to maintain and optimize their HR system to meet the needs of a growing workforce. They needed a trusted partner to provide both functional and technical support to ensure smooth operations. Their existing performance management system required significant updates to align with the current performance appraisal cycle. The objectives included:

- A user-friendly feedback system with adaptable templates to suit various employee roles.
- An efficient and detailed reporting system for better performance analysis.



Solution

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Challenge

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Summary

Hexaware worked with the client to implement a series of enhancements and optimizations using Oracle HCM cloud implementation:

- Customized performance management system: Developed advanced project assessment reports, redesigned appraisal forms, and personalized performance document screens to meet specific business requirements.
- Proof of Concept and automation: Introduced a Proof of Concept (PoC) to automate user manual creation, improving efficiency and accuracy.
- Global roll-out: Deployed a global template and implemented a reverse rating model using Oracle HCM cloud, enabling a seamless, worldwide performance management system.



Benefits

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Hexaware's strategic solution delivered significant business impact, transforming the client's HR capabilities and streamlining global performance management processes:

- Global coverage: Performance appraisals deployed across 20+ countries simultaneously, empowering HR teams worldwide.
- Efficiency gains: 91% reduction in effort required for HR reporting, enabling more time for strategic initiatives. Full automation of user manual creation helped save significant HR effort.
- On-time and on-budget: 100% adherence to SLAs, ensuring the project was delivered within deadlines and on budget.
- System personalization: Hexaware created customized performance-related reports and rating models aligned with the client's unique needs. Tailored application screens and performance management templates also helped meet evolving business needs.



Summary

- Client
- Challenge
- Solution
- Benefits

| Summary

Through Hexaware’s expertise in Oracle HCM Cloud application, the client transformed its performance management system, reducing operational complexity, improving reporting accuracy, and achieving greater alignment with business goals, ensuring excellence across their global operations.



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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