

A man with dark hair and a beard, wearing a dark suit jacket over a light blue shirt, is sitting at a desk. He is looking at a laptop screen and smiling. The background is a blurred office setting with plants and a window.

HEXAWARE

Value Beyond Contracts with PeopleSoft 9.2 Upgrade

Hexaware helped enhance operations for a leading
non-profit serving 37 million members

Case study

Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

The client is a leading North American non-profit organization for people aged 50 years and above. It provides legal, legislative and regulatory advocacy services to more than 37 million members. In addition to information and resources, the organization also offers products, services, discounts and other benefits. The organization needed a PeopleSoft 9.2 upgrade to enhance operational efficiency and streamline services.

Why PeopleSoft 9.2 Still Matters in 2025

Despite the growth of cloud-based HCM platforms, PeopleSoft 9.2 continues to be a critical system for organizations requiring deep customization, control over upgrades, and cost-effective operations. Many non-profits and public sector organizations maintain their investment in PeopleSoft Human Capital Management due to its configurability and strong compliance capabilities.

Challenge

Client

Challenge

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The client's five-year-old HR application was deployed, managed and supported by a large technology and consulting company. In order to keep pace with technology, they opted for a PeopleSoft HCM 9.2 upgrade. However, in addition to the need for upgrading human capital management, there were the following challenges:

Vendor Challenges

The client was unhappy with the lack of attention and the apathy displayed by the incumbent vendor. The main sources of the client's dissatisfaction were:

- Absence of SLAs in the existing multi-year managed contract, compromising service efficiency.
- Substantial backlog of unresolved issues, affecting business performance.
- An expensive and ineffective initial paid upgrade assessment.
- No automation or workflows implemented to support process transformation.
- Lack of regression testing during development and code changes.

Business Challenges

- Inefficient HR business processes.
- Limited benefit from technological advancements.
- Absence of modern PeopleSoft Human Capital Management functionalities hampering progress.

Technology Challenges

- Outdated HR application with limited usability and poor UI design.
- Excessive reliance on manual processes.
- Lack of real-time workforce insights and data visibility.



Solution

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Hexaware partnered with the client and proposed two approaches to address specific needs:

1. The Collaborative Approach

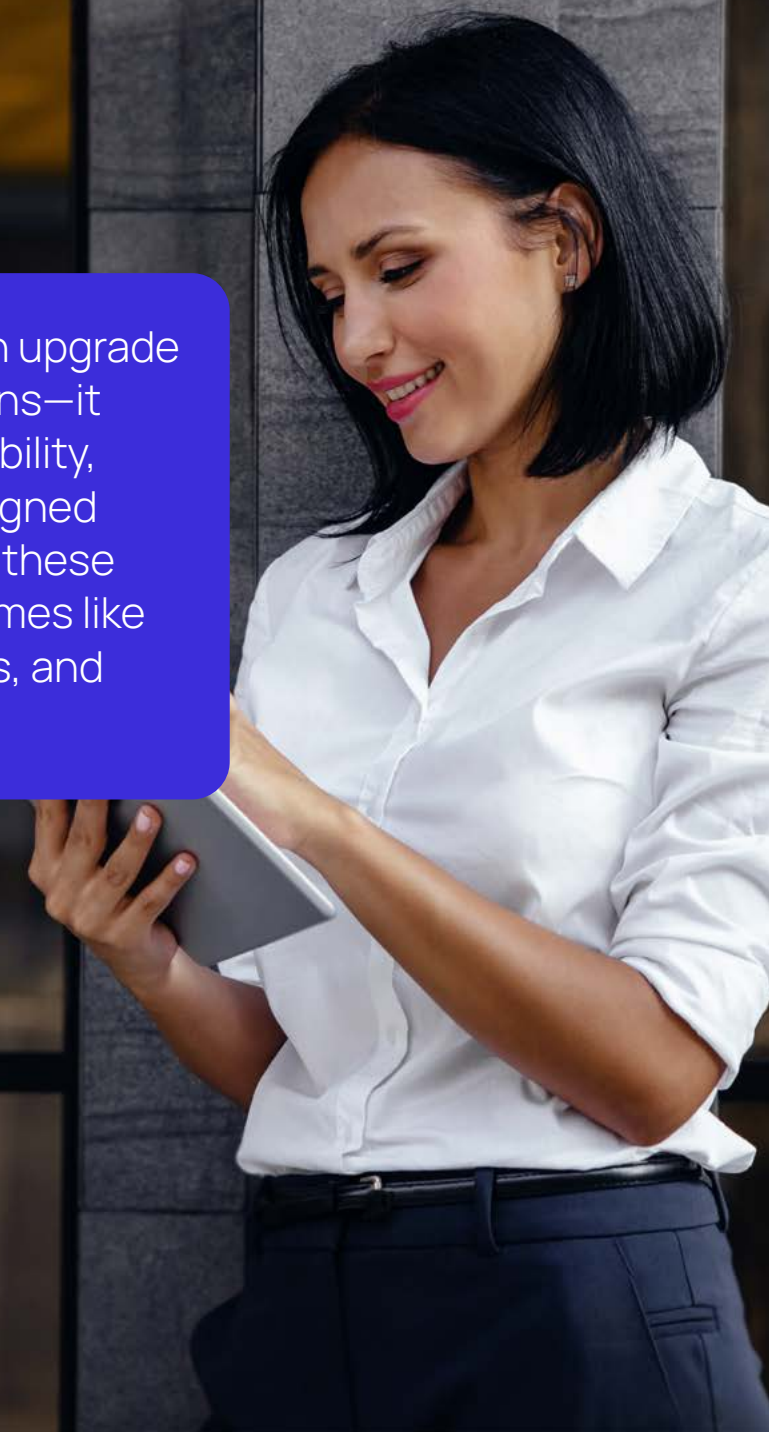
- **Process Modernization:** Identified and modernized 20+ outdated processes; introduced 50+ new functionalities.
- **Change Management:** Enabled faster user adoption of PeopleSoft HCM 9.2 through Hexaware's structured guidance.
- **Compliance & Governance:** Tailored the solution to meet healthcare industry regulatory requirements.

2. The Proactive Approach

- Engaged deeply with stakeholders to understand functional needs.
- Built a dedicated team of senior HCM SMEs to drive the project.
- Educated the client's team on enhanced PeopleSoft Human Capital Management UI features, improving usability and testing.

- Created demos to highlight key improvements such as WorkCenters for usability and mobility features for training and operations.

“Modernization” means more than an upgrade when it comes to legacy HR applications—it involves rethinking usability, configurability, and data-driven insights. Hexaware aligned the PeopleSoft HCM 9.2 upgrade with these principles, focusing on tangible outcomes like real-time reporting, intuitive workflows, and self-service capabilities.



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Implementation Details:

- Defined clear roles for client and Hexaware teams.
- Created time commitment and phased delivery plan.
- Delivered detailed cost estimates based on tailored requirements.

Additional Services Provided:

- Complimentary Requirements Workshop: Offered strategic insight into the client's IT landscape.
- Process Simplification: Optimized complex time and labor rules.
- Before-Time, Within-Budget Delivery: Completed the project two weeks ahead of schedule.
- Extended Warranty Support: Provided 12 months of complimentary warranty for defect resolution.



Benefits

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Hexaware's PeopleSoft 9.2 upgrade delivered the following benefits to the client:

- 10X improvement in onboarding via a self-service, pre-onboarding solution.
- 100% improvement in workforce insights using WorkCenters for real-time performance visibility.
- 400 hours saved in preparing employee performance reports through automated annual reporting.
- Comprehensive modernization of HR business processes with PeopleSoft HCM 9.2 features.
- Streamlined, automated HR application functionality, improving experience and productivity.



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Hexaware's PeopleSoft HCM 9.2 upgrade modernized HR business processes for a leading non-profit, delivering faster onboarding, deeper workforce insights, real-time performance reporting, and improved automation. Despite the shift toward cloud platforms, this case highlights how organizations can still unlock significant value from an optimized PeopleSoft Human Capital Management environment—especially when legacy HR applications still serve mission-critical functions.



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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