

HEXAWARE

Workday Testing for a Leading International Insurance Company

Transforming Global HR and Payroll Operations

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is a leading US-based international insurance organization, serving customers in over 130 countries. As a top global provider of life insurance and retirement services, they wanted to modernize and streamline their HR and payroll operations globally. To achieve this, they turned to Workday testing solutions to ensure seamless system performance, regulatory compliance, and operational efficiency, but navigating the complexities of a global rollout was a challenge.



Challenge

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With operations spanning 130 countries, the client faced challenges during their Workday implementation. These included:

- **Consolidating Legacy Systems**
Integrating diverse, outdated systems into a single, global Workday framework while ensuring minimal customization for local requirements.
- **Maintaining Compliance and Performance**
Ensuring the new system met compliance standards and delivered consistent performance across all regions.
- **Managing Complex Data Flows**
Orchestrating the seamless transfer of data from third-party applications into Workday and back to external systems for further processing.
- **Ensuring Scalability for Future Growth**
Building a system capable of integrating additional third-party applications as the organization expanded into new regions.



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Hexaware designed and implemented a comprehensive end-to-end testing strategy, ensuring a smooth transition to Workday across all countries. Here's how we made it happen:

Strategic Testing Initiatives

- **Critical Test Repository**
Built a centralized repository for Workday's key bolt-on modules, guaranteeing coverage of essential business processes.
- **End-to-End Test Scenarios**
Created detailed test scenarios to validate Workday's functional flows across interconnected applications, ensuring operational harmony.
- **Global Functional Test Suite**
Standardized testing protocols globally to accelerate rollouts and maintain consistency across regions.
- **Comprehensive Test Case Development**
Executed functional, regression, and end-to-end business tests, ensuring complete process coverage.
- **Early Defect Detection Framework (EDDF)**
Involved testing experts from the design phase to identify issues early, reducing risks and minimizing rework.

Automation-Led Efficiency

- **Regression Suite for Continuous Updates**
Established a robust regression testing suite to accommodate Workday updates with minimal disruption.
- **Workday Test Automation Framework**
Developed on the HP-UFT platform, this framework included reusable components to boost productivity and streamline automation.

One-Stop Testing Solution

Hexaware established a unified testing ecosystem that addressed functional, automation, performance, SOA (service-oriented architecture), and management requirements.



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Hexaware’s innovative approach transformed the client’s HR and payroll operations into a streamlined, high-performing system, delivering tangible outcomes as below:

Cost Savings and Resource Optimization

- **Reduced Costs:** Optimized automation tools, cutting licensing expenses and ensuring cost-effective test execution.
- **Streamlined Resource Utilization:** Centralized testing functions allowed seamless resource sharing across projects, eliminating redundancies.

Enhanced Productivity and Speed

- **Reusable Knowledge Assets:** Standardized processes and reusable assets accelerated timelines and improved productivity.
- **Faster Test Cycles:** Achieved an 80% reduction in effort for regression cycle execution, dramatically improving testing efficiency.

Accelerated Time-to-Market

- **Automation Efficiency:** Reduced test script preparation time by 25%, enabling faster deployment of updates and enhancements.

Improved Performance and Risk Mitigation

- **Proactive Issue Resolution:** Early defect detection reduced risks and ensured smoother implementations.
- **Consistent Quality:** Enhanced test coverage through standardized processes ensured high-quality system performance across 130 countries.



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Hexaware enabled seamless Workday testing for a leading global insurance provider, ensuring smooth integration across 130 countries. By implementing end-to-end automation, optimizing legacy system integration, and streamlining regression cycles, Hexaware improved operational efficiency, reduced testing efforts by 80%, and accelerated Workday rollouts, delivering a scalable and future-ready HR transformation.

Hexaware's expertise in Workday testing empowered the client to achieve their goals with confidence. Our proven methodologies, cutting-edge frameworks, and collaborative approach made the transition seamless and successful. Are you ready to transform your HR and payroll operations like this leading insurance provider? Contact us today to explore how we can help you streamline your systems and unlock the next level of performance for your organization.



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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