

HEXAWARE

Leading Bank Transforms Its Human Capital Management (HCM) Processes

Hexaware's Human Capital Management transformation empowered a Saudi bank to achieve a 25% reduction in TCO, \$400K in annual savings, and a 95% decrease in man-hours for HR queries.

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Empowering a Leading Saudi Bank

Our client, a prominent Riyadh-based financial institution, stands as one of the largest banks by deposits, operating multiple branches across Saudi Arabia and one in London. With a comprehensive portfolio spanning Investment Banking, Commercial Banking, Private Banking, and Islamic Banking, they are a recognized leader in the region’s financial sector.



Challenge

Client

Challenge

Solution

Benefits

Summary

Navigating Post-Merger HR Complexity

The bank faced significant challenges in its Human Capital Management transformation journey:

- Consolidating disparate HR systems from two entities after a major merger.
- Reducing total cost of ownership (TCO) for HR applications while improving visibility into regional performance.
- Ensuring compliance with local regulations and norms.
- Automating overtime and indemnity calculations to minimize manual intervention and errors.

These hurdles highlighted the urgent need for a modern, unified Cloud HCM solution to drive efficiency and compliance.



Solution

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Seamless HR Technology Transformation

Hexaware led a comprehensive HR technology transformation for the client, focusing on SAP SuccessFactors migration and PeopleSoft migration strategies. Initially, the bank's HR processes ran on PeopleSoft. To enhance agility and tap into the latest cloud capabilities, Hexaware migrated over 5,000 employees from PeopleSoft to SuccessFactors, covering all modules—a textbook example of PeopleSoft to SuccessFactors migration.

Following the acquisition of another major Saudi bank (which used Oracle EBS for HR), Hexaware leveraged its proprietary Amaze® for Modernization platform to migrate 2,500+ additional employees to the client's SuccessFactors SaaS environment. This unified approach delivered a single source of truth for all HR processes and drove significant cost savings.

Key solution highlights:

- Integration with SAP Jam: Enabled seamless collaboration and document sharing by connecting SAP Jam with SuccessFactors, ensuring data consistency across platforms.
- Localization of SAP Data Center: To comply with Saudi regulations, Hexaware facilitated the migration of SuccessFactors data from the EU to the KSA data center, providing end-to-end functional validation to guarantee uninterrupted business operations.
- Managed Services: Hexaware's 24x5 support for SuccessFactors minimized manual efforts in overtime and indemnity calculations. Automated workflows ensured no pending overtime payments and rapid inclusion of new pay components, drastically reducing manual corrections.



Benefits

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Driving Efficiency and Savings

The Human Capital Management transformation delivered by Hexaware produced exceptional results:

- 25% reduction in TCO for HR systems.
- \$400,000 in annual savings across payroll, HCM, time tracking, and absence management.
- Seamless SuccessFactors application performance post data center migration.
- 95% reduction in man-hours required to handle user queries related to overtime and indemnity.



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Unified HR, Empowered Workforce

Hexaware’s expertise in Cloud HCM solutions and SAP SuccessFactors migration enabled this leading Riyadh-based bank to consolidate HR systems post-merger, streamline operations, and achieve substantial cost savings. The integration of SAP Jam fostered collaboration, while localizing the data center ensured regulatory compliance. Automated processes and 24x5 managed services empowered the HR team, resulting in a unified, agile, and future-ready workforce.



Ready to start your own SAP SuccessFactors migration?

Write to us at marketing@hexaware.com to connect
with our experts.

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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