

HEXAWARE

Facilities Management HR Transformation with Oracle HCM Cloud

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Global Facilities Management Leader

The client is an integrated facilities management services provider across the Middle East, Africa, and South Asia. As a leading FM company, they serve various industries, including Oil & Gas, Banking, Industrial, Public Sector, Integrated Workplaces, Education, Retail, etc. Their extensive operations required a robust workforce management cloud solution to effectively manage a diverse, multi-national workforce.



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Manual Processes Hindering Growth

Business Needs

The client lacked an automated system and relied on manual processes, leading to redundant tasks. To address this, they opted for an Oracle HCM Cloud implementation to manage talent recruitment and learning, embarking on a journey of HR process automation.

Hexaware assessed and understood their business landscape and requirements, ensuring a seamless adoption of the Oracle HCM Cloud implementation. Operating in more than 20 countries, the shift from a paper-based method to automated systems was transformative. Oracle Cloud enabled the client to perform multiple tasks seamlessly across their entire business landscape.

Key challenges faced by the client-

- The HR department relied on manual processes, requiring employees to file records manually for their talent management system and recruiting needs.

- Manual and inefficient processes, missing competency matrix, unavailability of past performance snapshots, and a lack of peer feedback functionality.
- No centralized visibility, impeding global HR standardization.
- Manual, time-consuming consolidation of global HR data for reporting and analysis, with no single source of truth.
- Gaps in the talent review process: absence of talent pools, ad hoc talent selection, undefined success planning.
- Gaps in the career development: no defined PDP (performance development plan) for employees, no data on reskilling or upskilling.
- No integration with the Learning & Development system.



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Strategic Oracle HCM Implementation

Hexaware Solution and Approach

Hexaware implemented a talent management system and Oracle Recruiting Cloud to help the client capture all the necessary details in the application. The Oracle HCM Cloud implementation was structured into five stages—Planning, Analysis, Development, User Testing, and Migration.

Initially, Hexaware encountered challenges in requirement capturing, validation, and delivery adherence. To address these, a requirement workshop was established, ensuring effective HR process automation.

Workshop Highlights

- Engaging relevant stakeholders in discussion
- Sharing product features and capabilities, incorporating feedback
- Incremental sign-offs at key milestones
- 2-week mobilization before project initiation
- Standardized templates for information sharing

In addition to the workshop, two rounds of CRP (Conference Room Pilots) were conducted:

- **CRP 1:** Increased user familiarity with the application during the Develop, Configure, and Prototype phase, with early feedback incorporated. The workforce management cloud solution was showcased twice, ensuring the project stayed on track.
- **CRP 2:** Post-regression testing, stakeholders from 16 countries (UAE, India, KSA, Egypt, Bahrain, Jordan, Qatar, Kuwait, Oman, Pakistan, Lebanon, Sudan, Ethiopia, Tunisia, Nigeria, Morocco) participated, supporting global HR standardization.

Additional Efforts:

- Engaging quiz sessions during CRP to boost participation
- Addressing country-specific requirements for all 16 nations
- Frequent team interactions for risk management and updates
- “Train the Trainer” approach for end-user training



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Transformative Results Across Continents

The client achieved exceptional results with Hexaware's contribution, which include:

- Complying with all regulatory and internal requirements across relevant geographies
- Enhancing tracking, reporting, and analysis of recruitment data
- Integrating the entire employee lifecycle
- Implementing a competency-based hiring and performance management process
- Improving business processes by adopting global practices and standards
- Standardizing and streamlining HR reports and dashboards in compliance with established processes
- Reducing HR time spent on non-core activities by 30%
- Optimizing manpower and minimizing human error through a system-based approach

Words of Praise

"I would like to congratulate the entire Hexaware Team on achieving the GO LIVE milestone as per the pre-agreed project timelines."

"We have worked together as a team to ensure this project's success and delivery. There is an exhaustive two-month post-implementation and adoption journey, but I am sure with Hexaware as our partner, we will be able to achieve this milestone smoothly as well."

"A Big Thank you to the Hexaware team – for their support, guidance, and hard work in ensuring we were able to achieve the project milestones."



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Excellence Through Digital Transformation

Hexaware revolutionized the HR processes for the prominent Facilities Management Services organization. Struggling with manual processes, disparate HR systems, and a lack of centralized visibility, the client turned to Hexaware for a comprehensive Oracle HCM Cloud implementation and advanced HR process automation. Through strategic planning, workshops, and engaging exercises, Hexaware seamlessly integrated a talent management system and Oracle Recruiting Cloud, addressing country-specific requirements for effective global HR standardization. The workforce management cloud solution transformed operations across 16 countries.

The result: Compliance with regulations, improved recruitment data tracking, a 30% reduction in HR time for non-core activities, and a system-based approach for enhanced efficiency. The project's success earned Hexaware high praise for their dedication and timely delivery.



Ready to transform your HR operations?

Write to us at marketing@hexaware.com for a personalized consultation.

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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