

HEXAWARE

Ensuring Agility & Efficiency with Workday HCM

Revolutionizing HR Landscape with Workday
Transformation for a Global Ensuring Agility
Insurance Provider

Case study



Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

Our client, a prominent property, casualty, and specialty reinsurance and insurance solutions provider, has been operating for nearly five decades across North America, Latin America, Europe, and the Asia-Pacific region. As one of the fastest-growing companies in Q2 2023, with significant net income and reinsurance growth, their expansion led to a complex, geographically dispersed HR landscape. They sought a reliable partner to unify their systems, enhance their Workday application, and support robust managed services across their diverse locations.

\$ 670Mn
Q2 2023 – Net income of

22.3%
GWP growth

26.9%
Reinsurance growth



Challenge

Client

Challenge

Solution

Benefits

Summary

As a rapidly expanding reinsurance provider experiencing significant growth, the client faced challenges from decentralized HR operations, complex integrations, and diverse teams managing information across different regions. The need for a unified HR system to streamline processes, bolstered by reliable partner support, was paramount. Some of the critical challenges faced by the client were:

- Lack of centralized view and management reporting
- Fragmented HR operations due to dispersed IT systems
- Complex integrations involving payroll and benefits across 18+ countries
- Integrating Time Tracking, Absence, and Payroll in an integrated system
- Implementing global HR processes with varying local requirements
- Integrating third-party applications, including Anaplan, Peakon, MentorClim, ShareWorks, and BenePass
- Need for a COVID vaccine management solution
- Complex reporting requirements on budgeted and unbudgeted positions

Their Requirements Included:

- Managed services support
- Integration of benefits portal
- Enhanced reporting capabilities
- Complex financial planning and analysis integration
- Global Workday application support across geographies

Global landscape, multiple upstream and downstream integrations, and **siloed systems** increased the complexity of the client's HR operations.



Solution

Client

Challenge

| **Solution**

Benefits

Summary

Hexaware emerged as the preferred partner due to its expertise, AMS capability, and past success with the client's legacy PeopleSoft application. A Managed Service Model was implemented, with Workday consultants in onshore and nearshore locations supporting Core HR, Benefits, Learning, Talent and Performance, and Payroll. Hexaware's proprietary tools and accelerators, including the Integration Factory and Report Build Factory, enabled efficient integrations and reporting. The delivery model used a POD-based approach, ensuring comprehensive support for modules like Absence, security redesign, and more.

The implementation included **Workday modules, third-party integrations**, and a dedicated **agile approach**.

Key elements of the solution included:

- **Managed Service Model:** Deployed Workday consultants in a hub and spoke model, ensuring seamless support across multiple geographies. Dedicated integration specialists handled payroll and benefits integrations.
- **Phase-X Implementation:** Rolled out Workday modules to international countries, enhancing existing functionalities like recruiting, onboarding, and Absence. Integrated third-party applications for a unified experience.
- **Agile Methodology:** Utilized an agile approach for development and enhancements, focusing on automation and permanent solutions for integration complexities.
- **Proprietary IPs:** Leveraged tools like Workday Test Automation Kit, Integration Factory, and Report Build Factory for efficient testing, integration, and reporting.

We support over **5,800 employees** across **3 continents** and **18 countries**.



Benefits

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Efficient Onboarding

Unified systems led to a 70% increase in efficiency for employee onboarding, enhancing employee experience

Enhanced Engagement

Integration with job aggregators improved the prospective candidate-to-employee ratio by 20%

Faster Deployment

Hexaware's Configuration Loader reduced technical efforts and improved the speed of deployment by 40%.

Cost Reduction

Aggregated siloed systems into a centralized platform, resulting in a 50% reduction in operational costs.

Sustainable Benefits Realization

- Service outcome involves swift resolution of production issues, minimizing data mismatches, complexities, and dependency-related problems.
- Offering both immediate fixes and enduring solutions for frequently occurring issues, leading to a reduction in overall production problems.
- Thorough validation and testing of all integrations using end-to-end test designs to identify integration issues related to enhancements and new integrations, thereby enhancing integration efficiency.
- Daily coordination with IT and business teams, promptly addressing gaps during rapid phases and meeting expectations.

With a **70% increase in employee onboarding**, we helped streamline operations and improved employee experience, futureproofing the client's HR processes.



Summary

Client	Hexaware’s partnership with the client transformed their HR landscape, addressing decentralization and complex integration challenges. The client achieved enhanced efficiency, engagement, and cost optimization through unified systems, while Hexaware’s proprietary tools and global delivery model ensured seamless support across regions.
Challenge	
Solution	The implementation of Workday HCM modules across multiple countries, intricate integrations, and sophisticated reporting capabilities led to streamlined processes, cost reduction, and improved employee experiences. Hexaware’s expertise in cloud migration and exceptional support propelled the client towards a more agile and ecient future in HR operations.
Benefits	
Summary	

“ Hexaware ensured **business futureproofing** with expert solutions, adhering to best practices and **Workday methodologies**, maintaining compliance, creating **comprehensive documentation**, and preventing production issues through **rigorous quality assurance**.



About Hexaware

Hexaware is a global technology and business process services company. Our 27,000 Hexawarians wake up every day 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 40+ offices in 19 countries, we empower enterprises worldwide 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 www.hexaware.com.

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