

HEXAWARE

Transforming Outplacement Services: GCC Advisory in Action

Enabling the India GCC-led shift from a legacy core application to a cloud-native platform on Azure.

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is a Fortune 500 global workforce solutions company that helps organizations source, develop, and manage talent. With operations in 80 countries, the company's digital and IT decision-making is centralized at its India Global Capability Center (GCC) in Chennai, led by the Global CIO, who reports directly to the Group CEO based in North America. Among their diverse business services, the client provides outplacement services, assisting terminated or laid-off candidates in refining their skills and securing new roles.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client's outplacement services relied on an outdated legacy system. The Global CIO, based in India, needed to oversee a multi-year transformation to deliver a modern, globally integrated platform. However, with a lean team at the GCC setup in India, the company required a strategic partner to drive this legacy system transformation.

Key challenges included:

- A fragmented candidate experience with multiple interaction points
- Limited control over job searches and lack of timely guidance
- Static, periodically refreshed content, often outdated
- No structured feedback mechanism for service improvement
- Operational inefficiencies due to manual workflows and siloed on-premises systems
- Rising maintenance costs and slow deployment cycles



Solution

Client

Challenge

Solution

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We established an India-based delivery team for the Global CIO, co-located with the client's GCC locations in India. The solution provided CIO advisory, architectural and solution support, and executed end-to-end transformations in an outcome-based model. To enhance collaboration with the client's global teams, the approach included a strategic mix of onsite presence in key global geographies.

Core Functional Enhancements

Employers

- Platform services billing and invoicing
- Dashboards and reporting
- Bulk uploads
- SMB coverage

Recruiters

- Recruiter registration
- Candidate CV search
- Contact and follow-up
- Dashboards and reporting

Third-party Integrations

- Job posting and matching
- Data integrations
- Notifications and email integrations
- Market research
- Content (on-demand, live)

Candidate

- Profile setup and management
- Visual CV creation
- Job search tools and tracking
- Events calendaring
- Site tour
- Learning path and certifications
- Knowledge base, on-demand webinars/content

Associated Business

- Coaching
- CV creation assistance
- Interview practice
- Assessments
- Dashboards and reporting

Operation and Business Support

- Candidate feedback and support
- Planning assistance
- Events calendaring
- Tracking training, assessments, and coaching
- Content authoring and management

Outplacement Platform

- API and microservices management
- Content management and delivery
- Data management
- External integrations
- Incidents reporting



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Technical Approach

Hexaware took a 100% cloud-led transformation approach. Key aspects of this approach included:

- Cloud-native Architecture on Azure – Delivered high scalability, security, and automation with a unified platform.
- Headless, Serverless Microservices – Enabled high availability and centralized distributed logging.
- Middleware Integration with iPaaS Boomi – Simplified third-party integrations using a façade design pattern.
- Advanced Authentication and Authorization – Implemented Azure B2C, Azure AD, and Identity Governance for secure access.
- Asynchronous Messaging – Ensured loose runtime coupling for better system flexibility.
- Circuit-Breaker Implementation (Polly) – Applied policies to enhance system reliability.
- Sitecore CMS as PaaS – Streamlined content management and delivery.
- Agile DevOps Practices – Adopted modern tools and industry standards for efficient development and operations.

This approach ensured scalability, high availability, and secure, seamless integration across all components.

Business Coverage

Our cloud-led transformation aimed at creating a cohesive and intuitive business platform for all user groups. Key highlights of this approach included:

- Comprehensive B2B and B2C Services – Delivered a unified platform catering to recruiters, employers, businesses, and candidates.
- Domain-driven Design – Applied bounded context principles for efficient API and microservices management.
- Candidate-centric Features – Developed epics and stories focused on candidates’ functionality and feature requirements.
- Integrated Business Services – Consolidated various business services into the platform for seamless operations.
- External System Integration – Incorporated market data and content from third-party systems.
- Content Authoring for Training – Enabled content-driven processes for candidate training and other needs.
- Collaboration Tools – Provided mechanisms and tools to enhance collaboration between operations teams and candidates.



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The GCC-led solution delivered measurable business benefits to the client:

- Seamless Program Execution – Delivered a multi-year transformation program from the GCC with strong governance and alignment with global stakeholders.
- Future-proof, Scalable Platform – Built a cloud-native, extensible architecture to adapt to evolving business needs and ensure long-term scalability.
- Enhanced Candidate Experience – A unified portal offering career planning, training, CV creation, and job tracking, with deep personalization for preferences and placement needs.
- Real-time Data and Insights – Enabled low-latency operations with real-time dashboards and seamless data and content integration.

- Agile and Incremental Feature Deployment – Ensured steady rollouts of new features to meet evolving business and candidate requirements.
- Streamlined Collaboration – Fostered teamwork between operations and candidates with tools for feedback, analytics, and guided assistance.
- Cost Efficiency – Reduced total cost of ownership (TCO) with predictable cloud-native resource costs and accelerated billing processes.
- Increased Business Trust – Delivered speed, clarity, and value, boosting platform adoption and stakeholder confidence globally.

Here’s a snapshot of the key metrics and outcomes achieved, showcasing the expanse, rigor, and user delight delivered by the GCC-led transformation.

The Expanse

400+
Functional User Stories

270+
Technical User Stories

12
Third-Party Systems Integration

The Rigor

8
Vendor Security Assessments

0
High/ Critical Findings

21
Sprints

The User Delight

0
Incidents in Go-live and Hypercare

20%
Increase in Content Usage

30%
Decrease in Profile Completion Time



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Hexaware partnered with a Fortune 500 client to transform their outdated outplacement services, which left candidates with fragmented experiences and limited control over their placement journeys. Driving this global transformation through the India GCC with a lean team and integrating 12 third-party systems posed significant challenges.

Our cloud-led approach, built on Azure and powered by AI, introduced a unified, intuitive platform with features like visual CV creation, event calendaring, and personalized learning paths. This scalable, future-ready solution improved content usage, enhanced client trust, and reduced profile completion time by 30%, redefining outplacement services for both B2B and B2C users.



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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