



HEXAWARE

Unified Payroll Technology for a Footwear and Apparel Retailer

Streamlined Payroll Operations
and Enhanced Compliance

Case study

Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

A global titan in athletically inspired footwear and apparel, our client boasts a formidable presence with 3,500 stores in 23 countries and a dedicated workforce of 44,000. With a turnover surpassing 8.5 billion dollars, they engage customers across digital and physical realms, reinforcing their market dominance.

23
countries

3500
stores

44,000
people



Challenge

Client

Challenge

Solution

Benefits

Summary

The client's primary challenges were multifaceted, revolving around the management of payroll operations that were outsourced to multiple vendors across 20 European countries. They faced the daunting task of standardizing the gross payroll data calculation process and adapting to the unique earning and deduction elements required by each country.

The repercussions were significant: elevated costs due to a complex customized IT solution for gross payroll calculation, risks of non-compliance with regulatory requirements, and potential errors in gross payroll calculations. The repercussions were significant: elevated costs due to a complex customized IT solution for gross payroll calculation, risks of non-compliance with regulatory requirements, and potential errors in gross payroll calculations.

The client sought to enhance efficiency by consolidating their gross-to-net payroll calculations, opting to outsource this task to a single vendor for the European region. This move was aimed at capitalizing on economies of scale and diminishing administrative overhead. The vendor would be tasked with executing the concluding steps of the payroll process, which included the filing of statutory reports, making salary deposits, and printing paychecks within the designated countries.

However, the client intended to retain the source-to-gross and employee management processes in-house, both from a procedural and IT perspective. To achieve this, they needed to standardize, correct, and simplify their source-to-gross payroll calculation system and implement a single interface mechanism for delivering gross payroll information to the payroll vendor, preventing data, formatting, or system errors.



Solution

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Hexaware developed a comprehensive solution to the client’s payroll challenges by deploying automated modules that efficiently calculated earnings and deductions, supported by a global template approach with a rule-based configuration engine for nuanced localization. This approach standardized the computation and reporting of gross payroll details across 15 European countries, while a consultative design and change management strategy minimized the need for system customization, ensuring high adaptability.

Integrating a low-maintenance interface mechanism safeguarded against data, formatting, and system errors, contributing to the operation’s sustainability. Hexaware’s strategic initiative also included a wave-based program plan that addressed the learning curve for system adoption and facilitated the management of concurrent programs in different countries.

A forecasting engine was implemented to enable accurate prediction of payroll expenses, thereby improving profitability and cost projections at the corporate level. Finally, a global delivery model was key to providing cost benefits and extensive support to the program team, with collaborative program management ensuring seamless and effective payroll process stages.



Benefits

Client

Challenge

Solution

Benefits

Summary

The benefits realized from Hexaware's solution were substantial.

- Reduced cost of payroll operations:
 - Consolidation to a single vendor
 - Elimination of internal administrative overheads
- Updated payroll:
 - Quicker, automated, and error-free calculation
 - Integration of payroll earning and deduction elements
 - 100% auditable system in a Single Source of Truth for payroll data
- Implemented finer forecasting:
 - Provision of levers for finance and operations management
 - Wider visibility and control over expenditure and profitability
- Improved compliance with European statutory requirements for Payroll and Absence

Reduced cost of payroll operations, **100% auditable system**, improved compliance



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Summary

Hexaware automated modules for streamlined time and absence management, and payroll calculation, standardizing gross payroll details across 15 European countries. The solution introduced a single interface, preventing errors, and included a forecasting engine for precise payroll expense predictions.

The global template approach, low-maintenance interface, and collaborative program management enhanced cost efficiency, with reduced operational costs, quicker and error-free payroll, improved forecasting, and heightened compliance with European statutory requirements.



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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