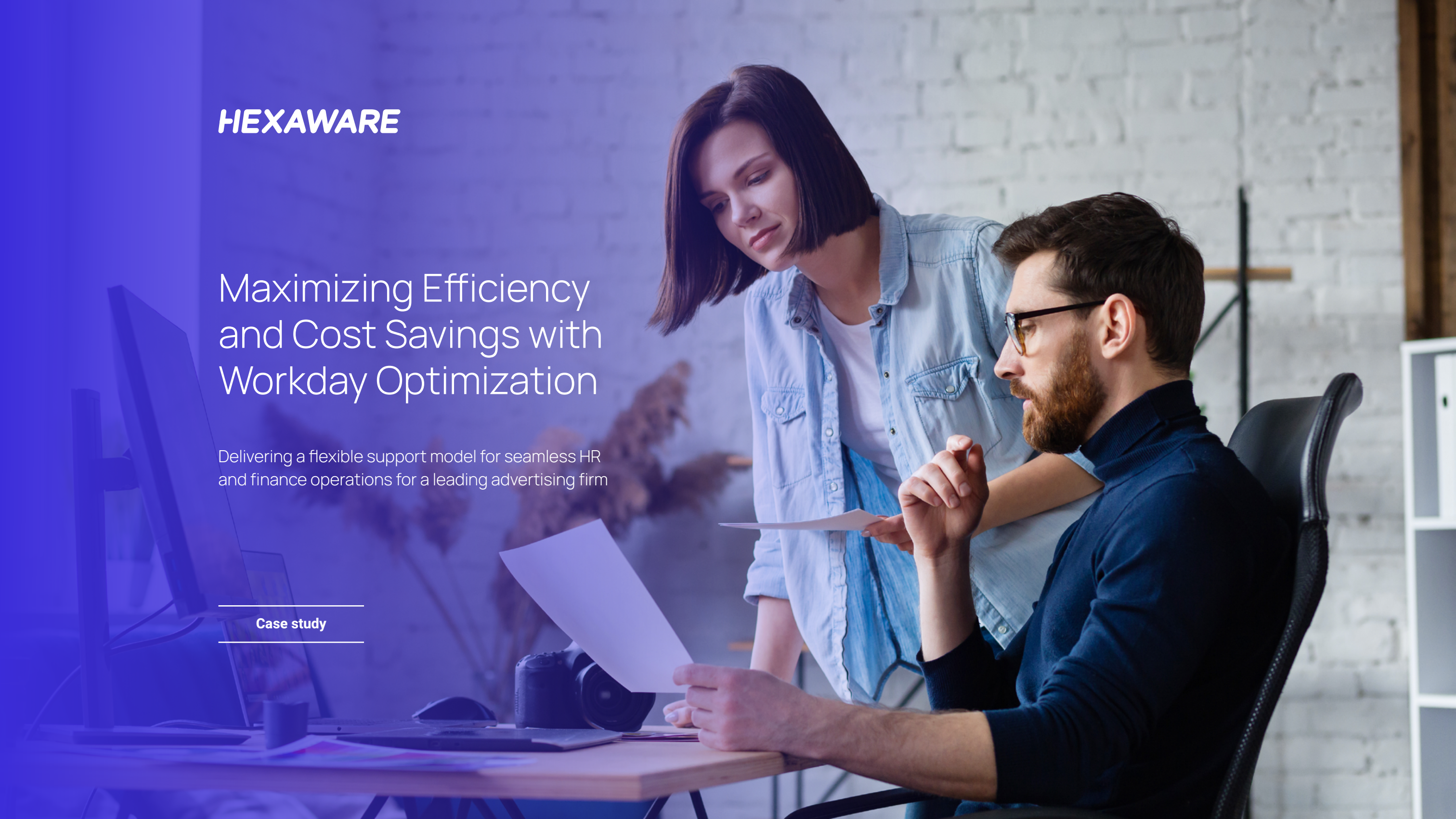




HEXAWARE

Maximizing Efficiency and Cost Savings with Workday Optimization

Delivering a flexible support model for seamless HR
and finance operations for a leading advertising firm

Case study

Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is a prominent British multinational in advertising and communications, valued at USD 17 billion with over 100,000 employees worldwide. They provide diverse services, including data insights, public relations, brand consulting, and integrated networks.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client needed a trusted partner to drive Workday transformation and enhance the platform across HR and finance systems. The company faced several challenges:

- Required ongoing support for HR and finance processes, including tenant management, UAT, reporting, and system configuration.
- Sought a flexible, tailored support model to manage resource allocation and costs, including upskilling.
- Needed experienced consultants capable of managing both standard and high-priority tasks, ensuring a systematic governance structure, and handling peak workloads and critical system updates.
- Desired a proactive approach to integrating new Workday features and maintaining seamless operation across 10+ countries and 10,000+ employees.



Solution

- Client
- Challenge
- Solution**
- Benefits
- Summary

We designed a comprehensive Workday optimization solution, focusing on flexibility, proactive support, and scalability. Key solution components included:

- **Seamless Workday Integration:** Enabled integration for HCM and Finance modules with third-party vendors, supporting regional language needs.
- **Comprehensive L1 Support:** Provided global HR and Finance support through JIRA integration for efficient resolution of ad-hoc and high-priority tickets.
- **Flexible Support Models:** Deployed consultants in adaptable 24/7 and 16/8 models across nearshore and offshore locations to meet client demands.
- **Future-ready Enhancements:** Rolled out country-specific updates, continuously aligning with new Workday features to ensure scalability.
- **Enhanced Reporting and Integration Tools:** Developed executive dashboards and leveraged proprietary tools to streamline third-party integrations, reducing development time.



Benefits

Client

Challenge

Solution

Benefits

Summary

Our tailored Workday support services optimization approach brought substantial benefits to the client's Workday environment:

- **50% Cost Savings:** The hub-and-spoke model reduced operational costs by half.
- **40% Faster Turnaround:** Enhanced issue resolution, with 40% faster response on high-priority tickets.
- **30% Reduction in Development Effort:** Proprietary integration tools lowered development time for third-party integrations.
- **Proactive User Experience:** Improved experience through preventive issue detection and streamlined HR and finance operations.
- **Future-ready System:** Enabled seamless adoption of new Workday functionalities, providing scalability across the global workforce.



Summary

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| **Summary**

Hexaware empowered a global advertising leader by optimizing their Workday environment for HR and finance systems. Through a flexible support model, customized integration, and proactive enhancements, Hexaware delivered cost savings, reduced ticket resolution time, and ensured future readiness. The client achieved a streamlined, reliable platform, improving workforce management and operational efficiency.



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 www.hexaware.com.

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