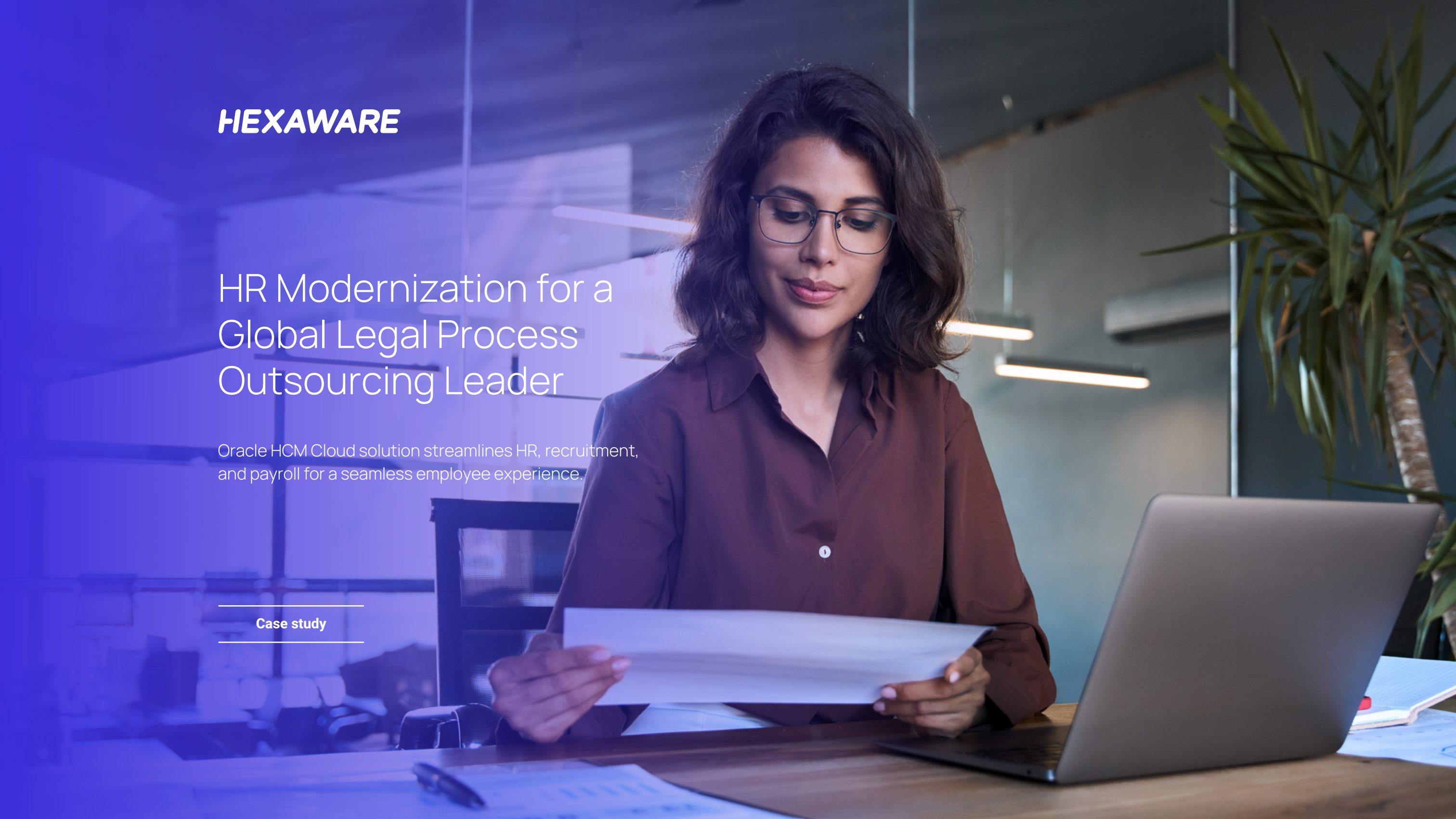


A woman with dark, wavy hair and glasses is sitting at a wooden desk in a modern office. She is wearing a brown button-down shirt and is looking down at a white document she is holding with both hands. To her right is a silver laptop. The background shows a glass-walled office space with other desks and a large potted plant on the right. The lighting is soft and modern.

HEXAWARE

HR Modernization for a Global Legal Process Outsourcing Leader

Oracle HCM Cloud solution streamlines HR, recruitment,
and payroll for a seamless employee experience.

Case study

Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

Our client—a global leader in legal process outsourcing, serving corporations, law firms, and academic institutions with comprehensive legal and business solutions—was looking to drive HR transformation.



Challenge

Client

Challenge

Solution

Benefits

Summary

The client faced multiple HR challenges that hindered their vision of becoming an agile, networked business enterprise:

- HR systems were fragmented across North America and APAC, making it difficult to unify processes.
- Errors in manual compensation processing led to inaccuracies, causing employee dissatisfaction.
- Outdated HR processes led to high lead times in recruitment.
- Decision-making was delayed due to a lack of timely, accurate workforce data.
- Processes like payroll, attendance, benefit enrollment, and HR notifications required time-consuming manual input, leading to inefficiencies and inconsistencies.

To address these issues, they selected Hexaware to drive an HR modernization initiative, deploying a centralized, automated HCM system to streamline HR operations.

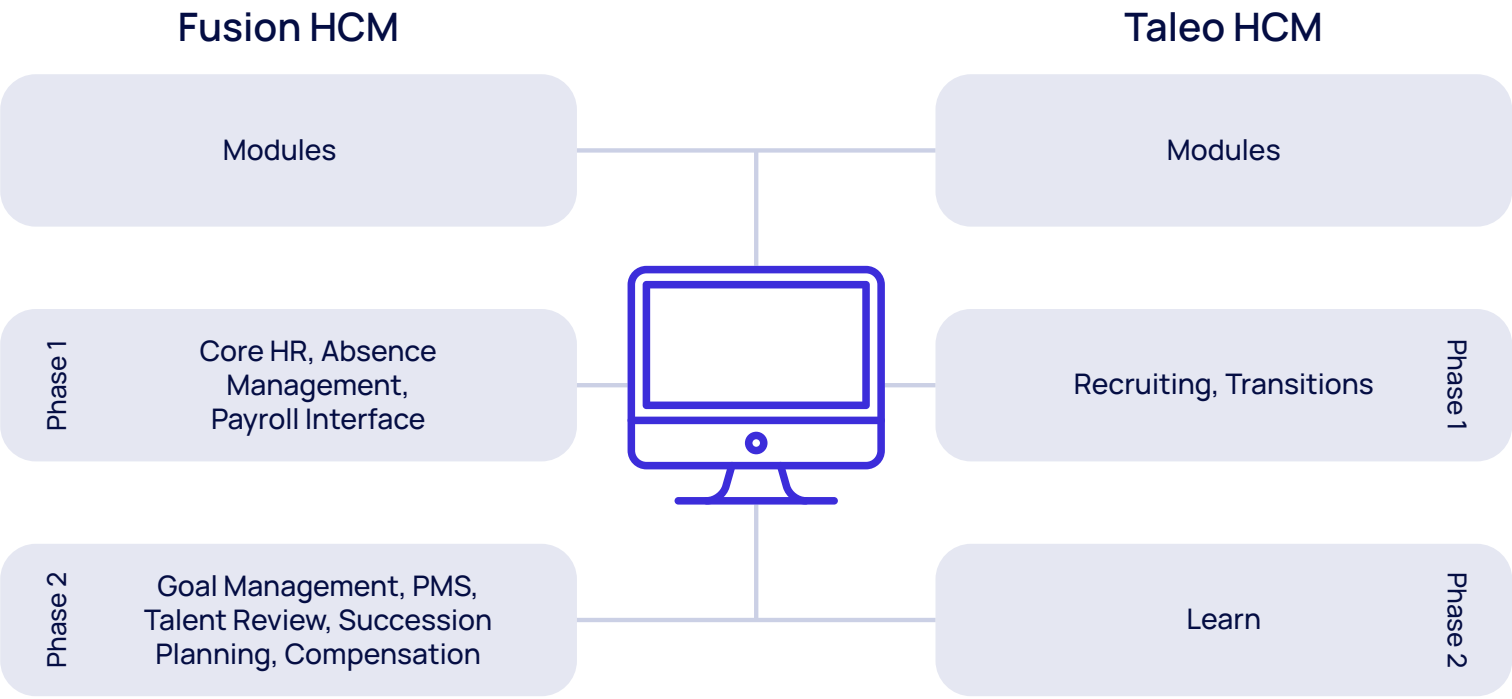


Solution

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

Hexaware implemented Oracle Fusion HCM Cloud and Taleo HCM Cloud across the client’s North American and APAC operations. We deployed the solution in phases, providing the following enhancements:

- **Automated Data Migration:** Migrated historical HR data using an Automated Data Validation tool, ensuring seamless data transition.
- **Unified Payroll Interface:** Enabled location-specific payroll processing across five business units with an integrated HR and Payroll interface.
- **Talent Management Alignment:** Configured Talent Management modules to meet region-specific business needs.
- **Integrated Absence Management:** Developed detailed reports to monitor attendance, absence, and holidays.
- **Performance Management:** Aligned employees with KPIs through integrated goal management and performance templates.



Benefits

Client

Challenge

Solution

Benefits

Summary

Hexaware's Oracle HCM Cloud implementation delivered significant improvements in HR process management, contributing to a more efficient and employee-friendly environment:

- **Centralized HR Data:** Established a single source of HR data across North America and APAC, improving data accuracy and accessibility.
- **Enhanced Workforce Insights:** Real-time analytics provided actionable insights, supporting better HR decision-making.
- **10x Faster Reporting:** Improved headcount reporting by 10 times, eliminating manual data consolidation.
- **Increased HR Efficiency:** Reduced HR workload by 100% by automating notifications, payroll, and data integration, ensuring real-time visibility into employee performance.
- **Positive Employee Experience:** Enabled transparent performance appraisals and integrated compensation cycles, boosting employee satisfaction.
- **Seamless Mobile Access:** Provided digital access to HR services through mobile devices, enhancing accessibility for employees and managers.



Summary

- Client
- Challenge
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| **Summary**

Hexaware partnered with a global legal process outsourcing leader to drive HR modernization through Oracle HCM Cloud solutions. By automating core HR processes, integrating payroll and performance management, and enabling mobile access, we streamlined HR processes, delivering efficiency, accuracy, and a more cohesive employee experience across North America and APAC.



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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