

HEXAWARE

Hexaware's Workday for Insurance Empowers Global Reinsurance Leader with Seamless Operations

Embracing digital transformation for workday landscape optimization

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is a global leader in risk management, providing best-in-class property, casualty, and specialty reinsurance and insurance solutions. With a 50-year track record, this global leader is committed to underwriting opportunity and creating sustainable value for stakeholders.



Challenge

Client

Challenge

Solution

Benefits

Summary

As the client rapidly expanded its global operations, they faced the challenge of efficiently managing data across multiple regions while maintaining a cohesive workforce. Recognizing the need for a unified global Workday for insurance support system, the client aimed to seamlessly integrate its benefits portal with existing systems and merge Anaplan with Workday for advanced financial planning.

Additionally, the client needed to establish new integrations with a third-party vendor application for complex financial planning and analysis and develop a robust system to track COVID-19 vaccines and boosters

for their employees. Amid these technical challenges, they were also committed to enhancing workforce diversity, which required a comprehensive strategic overhaul.

The client was looking for a partner capable of seamlessly integrating their diverse systems and supporting their global workforce, ensuring smooth and efficient operations.



Solution

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Hexaware stepped in as a trusted partner, ready to navigate these challenges. As a dedicated partner in digital transformation, we delivered a comprehensive solution to our client, supporting over 5,800 employees across 18 countries and three continents. Our focus was on ensuring seamless operations and enhancing user experience through the strategic Workday implementation support in more than 10 countries. We performed end-to-end rollout of Workday landscape in 10+ countries that included essential modules such as Benefits, Recruiting, Core HR, Absence, and Time Tracking, tailored to meet the diverse needs of our client's global workforce.

We automated form generation and surveys using Peakon and delivered enhancements to Workday modules to address recruiting and job posting challenges. Our team implemented targeted solutions to improve efficiency and user satisfaction, addressing these challenges with precision and care.

To achieve maximum efficiency, we harnessed our in-house solutions and accelerators, including an integration solution, a repository of over 5,500 pre-built integrations. These resources allowed us to streamline processes and expedite implementation, ensuring swift and effective integration across various platforms.

Furthermore, we developed over 30 new integrations using EIB, Cloud Connects, and studio integration platforms. These integrations covered multiple modules, such as Core HR, Benefits, Absence, Recruiting, Talent & Performance, and Payroll, ensuring each module was optimized for performance and functionality.

Through these initiatives, we reinforced our commitment to guiding our client through their digital transformation journey, providing them with the tools, frameworks, and support needed to thrive in a rapidly evolving digital landscape.



Benefits

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We achieved remarkable results for our client, including:

- Increased efficiency in employee onboarding by 40%.
- Improved prospective candidate to employee conversion ratio by 20%.
- Reduced technical efforts by 40% using Hexaware's configuration solution for loading absence configurations internationally.
- Centralized previously siloed systems, enhancing employee experience globally and reducing operational costs by 50%.
- Streamlined recruitment and onboarding processes, resulting in a unified system that meets client's diverse needs.



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Hexaware partnered with a leading reinsurance company to address their data management challenges, streamline operations, and enhance workforce diversity. By implementing Workday for insurance solutions and leveraging proprietary tools, Hexaware increased efficiency in employee onboarding by 40%, improved candidate conversion rates by 20%, and reduced operational costs by 50%. This case study highlights the client's transformation journey, and the significant benefits realized.



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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