

HEXAWARE

SAP Transformation for a Leading European Bank

Powering Operational Excellence and Agility
Across Global Finance and HR Systems
Through Cloud-Based Solutions

Case study



Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

A globally recognized financial institution headquartered in Europe, serving clients across more than 75 countries. With thousands of employees and a mission to stimulate private sector development in emerging markets, the bank relies on data-driven operations and seamless processes to deliver its mandate.



Challenge

Client

Challenge

Solution

Benefits

Summary

As the bank scaled globally, its operational backbone—spanning HR, finance, and procurement—began to show limitations. Key challenges included:

- Fragmented employee and financial data across multiple system tenants
- Inefficient workforce management solutions for globally distributed records
- Siloed GL systems delaying reporting and strategic insights
- Inconsistent HR processes—from onboarding to contract lifecycle management
- Limited visibility into employee locations and organizational hierarchies
- Procurement inefficiencies due to manual workflows and outdated tools

To drive HR digital transformation, streamline operations, and boost agility, the bank needed a cloud-based ERP transformation, a scalable and standardized digital foundation capable of modernizing its banking operations automation without disrupting mission-critical services.



Solution

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Hexaware led a multi-phase SAP transformation initiative using its proven frameworks and platforms, enabling a future-ready and insight-driven enterprise:

ERP Cloud Migration at Scale

Migrated 4,000+ employees from SAP ECC to SAP SuccessFactors using Amaze® for ERP—Hexaware’s proprietary cloud migration platform—designed to reduce risk, accelerate delivery, and optimize for cloud-based HR solutions.

SAP Analytics Cloud Implementation & Integration

Deployed SAP Analytics Cloud implementation integrated with SAP Datasphere to centralize data and enable real-time reporting. Leveraged SAP Ariba Implementation and SAP Concur to digitize procurement and automate contract-to-invoice workflows, enhancing financial process automation.

Standardized Operations Across Core Functions

Established unified templates for HR, Finance, and Supply Chain to streamline operations and improve governance. Introduced real-time HR dashboards for planning, budgeting, and payroll—laying the foundation for next-gen workforce management solutions.

Flexible, Collaborative Support Model

Delivered 16x5 application management support through a hybrid nearshore/onshore model across the UK and India, ensuring continuous optimization and issue resolution post-go-live.



Benefits

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- 20%**
reduction in operating costs via automation and pre-configured SAP templates
- 40%**
decrease in operational overhead through smarter workflows and systems consolidation
- 20%**
increase in actionable insights using unified analytics and reporting
- 30%**
faster financial closings due to automated GL integration and real-time data availability
- 25%**
faster approval cycles via dynamic dashboards and streamlined workflows
- Significant drop in customer churn due to improved internal responsiveness and service delivery



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This comprehensive SAP transformation helped the bank reimagine its enterprise foundation—from legacy limitations to a robust, cloud-based HR solution that drives agility, visibility, and growth. Hexaware’s executional excellence bridged the old with the new, delivering a financial process automation strategy that enabled smarter, faster decisions and long-term enterprise value.

The bank’s journey underscores how a well-orchestrated SAP Analytics Cloud implementation, combined with strategic ERP modernization and HR digital transformation, can redefine success in a highly regulated and competitive global landscape.

Ready to simplify your SAP transformation journey?

[Explore our SAP partnership](#)



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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