

HEXAWARE

Optimizing HR Operations with Oracle Cloud HCM Support

Enhancing Efficiency for a Global Leader in
Legal Process Outsourcing

Case study



Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

Our client is a global leader in legal process outsourcing, committed to improving the performance of leading corporations, law firms, and academic institutions through innovative legal and business solutions.



Challenge

Client

Challenge

Solution

Benefits

Summary

After implementing Oracle HCM Cloud (Oracle Fusion and Taleo Cloud) to modernize their HR applications, the client encountered multiple challenges in maintaining and optimizing these platforms. They needed a reliable partner to provide seamless functional and technical support across multiple geographies during their transition phase.

Key obstacles included:

- Lack of in-house HCM Cloud application support, hindering the ability to drive future HR initiatives.
- Non-standardized reporting formats, making decision-making inefficient.
- Manual data integration and daily data loading processes, creating operational inefficiencies.
- A growing backlog of unresolved tickets related to Fusion and Taleo applications.
- Difficulty tracking system integrations and performance, affecting HR workflows.
- Inefficient compensation processes, leading to errors in salary and benefits management.
- Frequent end-user issues due to inadequate training and onboarding.
- Delayed application upgrades and testing, limiting access to the latest features and optimizations.

To navigate these complexities, the client sought a strategic partner to enhance HR efficiency and drive automation-led improvements.



Solution

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The client partnered with Hexaware to establish a dedicated onsite-offshore Oracle HCM Cloud support center, ensuring proactive, SLA-driven functional and technical assistance.

Hexaware's focused approach included:

- Fusion Release 10 Upgrade & Testing: Ensured compliance with the latest features and performance enhancements.
- Taleo Recruit Release 15A & Taleo Learn Release 16A Upgrades: Enabled smoother HR operations and recruitment workflows.
- Standardized Reporting: Developed a centralized reporting system, improving data visibility and decision-making.
- Automated Data Load & Historical Data Migration: Streamlined daily data integration and migrated training and development records efficiently.
- Seamless Transaction Processing: Automated day-to-day transactional datasheets and system uploads.
- Advanced Integrations & Reporting: Designed custom integrations and reporting structures for improved tracking and analytics.
- Multi-Country Support: Delivered global HR operations support, ensuring smooth cross-border functionality.
- Compensation Process Optimization: Enhanced accuracy and efficiency in salary and benefits management.

- New Taleo Career Section Implementation: Augmented external career site capabilities for better talent acquisition.
- End-User & HRIS Training: Conducted comprehensive training programs to boost adoption and usability.
- Efficient Ticket Resolution: Reduced backlog by implementing structured issue resolution mechanisms.
- Collaboration with OEMs: Engaged with original equipment manufacturers (OEMs) for issue resolution and product enhancements.
- Process Enhancements: Improved onboarding, absence management plans, and reporting mechanisms to boost HR effectiveness.

Technology Stack

- Oracle Fusion Cloud HCM: Core HR, Compensation, Talent Management, Absence Management, Payroll Interface
- Taleo Enterprise Edition: Taleo Onboarding, Recruiting
- Taleo Learn: Learning Management System



Benefits

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60x

Faster Approval Processes: Accelerated onboarding and HR approvals for new employees.

100%

Reduction in Manual Efforts: Automated alerts, notifications, and data processing, enhancing communication across business units.

99.67%

Improvement in Learning Management: Faster historical data migration enabled real-time tracking of employee learning credits.

\$40K

Annual Savings: Achieved through automation-driven support and process efficiencies.



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| **Summary**

By partnering with Hexaware, the client successfully overcame post-Oracle HCM Cloud implementation challenges with Oracle HCM Cloud, achieving automated efficiencies, streamlined reporting structures and optimized HR operations across global locations. Hexaware’s expertise in Fusion, Taleo, and HR process automation delivered seamless system integrations, real-time insights and a future-ready HR ecosystem that enhanced operational excellence while reducing costs.



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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