

HEXAWARE

Oracle Cloud Application Optimization for a Leading Consumer Debt Solution Provider

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

Driving Debt Relief at Scale Through Cloud-Powered Agility

The client has been a market leader in consumer debt solutions for over two decades, helping nearly one million customers across North America and resolving more than \$12 billion in total debt.



Challenge

Client

| **Challenge**

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Scaling Oracle Cloud HCM & ERP Implementation and Cloud Migration Success

As part of a strategic digitization initiative, the client executed an Oracle Cloud migration from JD Edwards, adopting Oracle Cloud HCM and ERP solutions. However, they encountered critical challenges post-deployment:

- Complexities in workflow approvals
- Manual, disconnected processes
- Mid-term appraisals and promotions handled on Excel
- Lack of integration across third-party apps on the Oracle Cloud HCM & ERP implementation landscape
- Bottlenecks in multi-period accounting and decision-making

The client sought a strategic partner to optimize and maintain its Oracle environment for sustainable digital operations.



Solution

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| **Solution**

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End-to-End Oracle Cloud Optimization with BPM and Automation

Hexaware took full ownership of the client's Oracle landscape, delivering a robust Oracle Cloud Application Optimization framework across HCM and ERP modules.

Systems Managed:

- Oracle HCM Cloud: Core HR, Compensation, Profile & Goals Management, Performance
- Oracle ERP Cloud: GL, AR, AP, FA, Procurement, FCCS

Key Highlights:

- Automated workflows using Oracle BPM, especially for transitions across finance and HR processes
- Personalized implementation of Oracle Fusion Analytics Warehouse (FAW) for executive reporting and KPI tracking
- Mid-term promotions and appraisals automated via VBCs within Oracle Cloud
- Resolution of benefits enrollment issues by mapping eligibility profiles

- Oracle ERP Cloud integration with tools like JIRA, ServiceNow, Verint
- Jobvite integration into HCM for enhanced talent alignment
- Intelligent automation of reporting and customer email communications



Benefits

- Client
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Automation and Integration Unlock Speed, Accuracy, and Cost Savings

Hexaware’s optimization efforts drove significant efficiency and performance gains:

25%
effort saved in customer reporting through automation

33%
boost in performance evaluation process efficiency

45%
fewer support tickets due to proactive automation

20%+
reduction in overall turnaround time for key processes

The solution improved productivity, reduced operational errors, and lowered ongoing support costs.



Summary

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| **Summary**

Oracle Cloud Optimization Transforms HR and Finance Agility

Hexaware helped the client realize the full potential of its Oracle Cloud investment through deep workflow restructuring, seamless integrations, and impactful automation. From improved HR processes to enhanced financial operations, this strategic Oracle Cloud Application Optimization initiative unlocked significant business value.

Ready to accelerate your Oracle transformation?
Partner with Hexaware to drive smarter, faster, and more efficient enterprise operations.

[Explore our Oracle expertise >](#)



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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