

HEXAWARE

Client Impact Series

Global Business Services (GBS) Capabilities

Elevating Experiences and Augmenting Impact through Next-gen Shared Services



Evolution of Shared Services/Global Business Services (GBS)

Key Characteristics



Phase 1

Cost reduction

- Transactional services
- Limited technology
- Siloed functions
- Process standardization



Phase 2

Cross-functional integration

- End-to-end ownership
- Centralized governance
- Global delivery
- Service excellence



Phase 3

Automation

- Data insights
- Digital enablement
- Process optimization
- Business partnerships



Phase 4

Experience-led

- Design thinking
- Hyper-personalization
- Holistic transformation
- Proactive services

Shared Services Transformation and Operations

Hexaware's integrated GBS approach covers the full suite of general and administrative (G&A) services spanning all essential business support functions.

Finance and Accounting

- Vendor/Customer Master
- Invoice Processing
- Payments, Billing, and Collections
- Financial Planning and Analysis

Sales Operations

- Item Master
- Quoting
- Pricing
- Order Management
- Returns
- Credit Notes
- Warranties

Procurement

- Vendor Management
- Spend Management
- Contracts Management
- Tactical and Strategic Sourcing

Human Resources

- Background Verification
- Recruitment
- Payroll
- Employee Data Management
- Benefits
- Engagement

Marketing and Content

- Social Media Monitoring
- Campaign Management
- Content Creation and Moderation

IT Services

- Infrastructure
- Automation
- Cloud/Data/Analytics
- Application Development and Support
- Testing

Comprehensive GBS Ecosystem

We provide end-to-end capabilities for establishing, operating, and transforming shared services centers.

GBS/GCC Consulting

- Benchmarking and maturity diagnostics
- Insource/outsource analysis
- Location strategy and target operating model design
- SLAs/KPIs, transition design
- Process excellence and transformation
- Legal entity and tax advisory

GCC Setups

- Legal entity setup
- Workspace leasing and identification
- Transition and transformation roadmap
- Transition program management
- Leadership and seed team hiring

Workforce Solutions

- Low-cost country talent insights
- Employer of record/staff augmentation
- AI-led screening, interviews, and offers
- Training and talent development
- HR (performance and payroll)
- Engagement and attrition management
- On-demand talent services

Office Space Solutions

- Real estate insights
- Office strategy and design, leasing
- Integrated IT infrastructure
- Facilities management
- Security and compliance

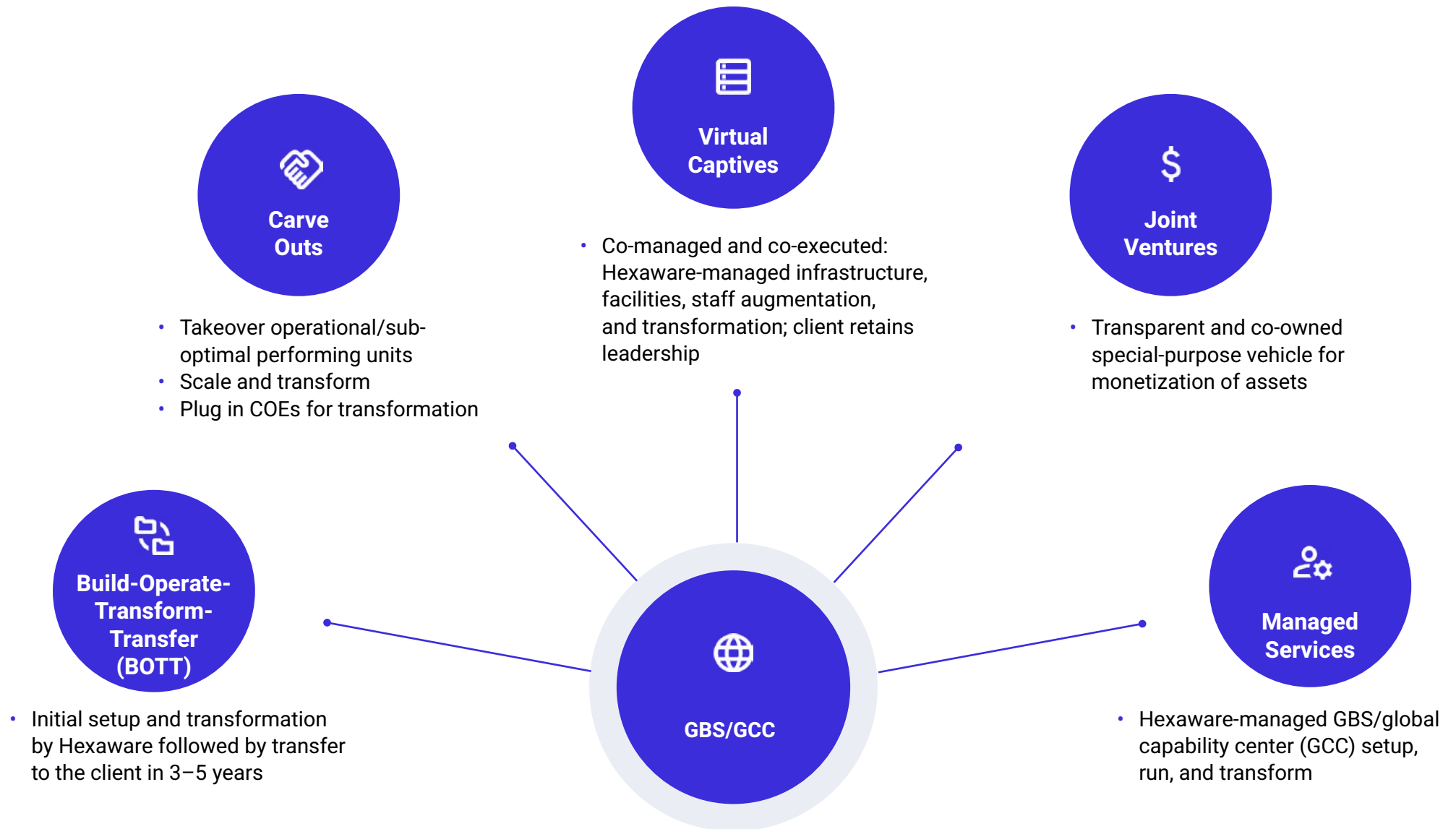
Transitions and Exit

- Transition design and multi-country support
- Transition project management
- On-demand transition services
- Governance and reporting
- Reverse transition management
- Acquisition and exit request for proposals, and transition service agreement support

GBS Transformation

- Assessment and diagnostics
- Best practices and frameworks
- Process excellence and reengineering
- Digital transformation
- Platform/bolt-on deployments
- Continuous benchmarking and improvements

Flexible Engagement Models



Our flexible models ensure autonomy, quality, controls, and continuous transformation.



European Print Technology & Solutions Provider

Centralized and Automated Finance Operations for Enhanced Efficiency and Cost Savings

Solution

- Set up a 60+ FTE finance global capability center, covering accounts payable (AP), purchase requisition/purchase order (PR/PO) processing, accounts receivable, sales operations (orders/returns), reconciliations, and financial-close management
- Consolidated finance operations across 12 European countries in sync with SAP S/4HANA go-live
- Deployed S/4HANA best practices, integrated Esker for AP automation, and implemented multiple robotic process automation (RPA) use cases

40–45%

Manual effort reduction

75%

Annual run rate savings

40%

Improvement in direct debit adoption

Reduced

Days to close to 5

50%

Reduction in past-due accounts



Accelerated Finance Transformation and GBS Implementation for Cost Savings and Efficiency

Solution

- Established a 40+ FTE finance global capability center (GCC) encompassing accounts payable (equipment, consumables, clinical trial, and compliance expenses), accounts receivable, and financial close management across the client's US and European operations
- Fast-tracked TSA exit and launched shared services in 1.5 months, aligned with Microsoft Dynamics 365 ERP rollout
- Reduced manual efforts using accounts payable (AP) automation, financial close solutions, and multiple bespoke automation deployments (RPA, Gen AI)

30–35%

Reduction in
manual effort

3–5%

Annual improvement
in working capital
optimization

60%+

Reduction in
TCO for finance
operations

Seamless Global HR Lifecycle Support and Advanced Analytics

Solution

- 150+ FTEs split across India (90), Manila (40), and Mexico (30) covering employee data management, payroll services, benefits and COBRA (Consolidated Omnibus Budget Reconciliation Act) administration, payroll tax, compliance, terminations/exit, and contact center
- Centralized, end-to-end HR lifecycle support services based in India with real-time coverage during US daytime hours
- Enhanced request tracking and quicker report access
- Four delivery centers with active BCP coverage
- Voice and non-voice support, RPA-driven automation, and key HR KPIs reporting and analytics

160+

Sub-processes
supported
seamlessly

50%

Annual run rate
savings

HR services
delivered to

22,000+

SMB firms



Global Background Checks Provider

Automated Background Verification Framework for Improved Accuracy and Reduced Manual Effort

Solution

- Established a 280+ FTE global competency center handling employee background checks (employment verification, education/reference checks, back-office case registration) for worldwide clientele
- Operated multi-site delivery centers in India and Mexico, providing 24/5 coverage and completing non-customer-facing tasks during US night hours
- Achieved go-live within 10 days, ensuring full-volume handling capacity
- Deployed multiple RPA-led automations (including research, online verification, and tracer bots) to streamline processes

35%

Decrease in manual efforts through automation

< 10%

"Unable to Verify" rate

97%+

Accuracy achieved



US Food Distributor and Grocery Retailer

Driving Finance Transformation and Unlocking Working Capital Efficiency

Solution

- Consolidation and standardization of systems across different shared service centers
- Implementation of a cloud-based vendor invoice processing automation solution to streamline the entire workflow from invoice receipt to posting
- Deployment of a tailored automation solution to streamline the cash application process and optimize sales and use tax operations
- Cognitive optical character recognition (OCR) deployment for extracting text with the highest accuracy
- Optimization of days payable outstanding (DPO) and a substantial enhancement in vendor experience

90%

Straight-through
processing for
vendor invoices

45%

Faster posting of
transactions

60%

Savings in manual
efforts



British multinational groceries and general merchandise retailer

Scalable Staff Augmentation and Big Data Management for Enhanced Retail Operations

Solution

- 100+ FTEs supporting operations, big data management, PoS testing, and fleet support
- Provided HR management for hiring, training, payroll, and compliance
- Performance and attrition management with clear metrics and reporting
- Aligned employee performance management with variable payouts
- Leveraged platform competencies (Oracle, Microsoft BI, IBM Infosphere)

Scalability

To meet evolving client staffing requirements

Adaptable

To project-based and seasonal fluctuations

Comprehensive

Coverage across multiple tech platforms and domain areas

Minimized

Onboarding and hiring durations

Ready to accelerate your Global Business Services (GBS) transformation?

Let's start the conversation. Contact us at marketing@hexaware.com to explore GBS advisory, GBS implementation, shared services transformation, and AI-powered GBS operations tailored to your needs.

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>.

Get in touch