

HEXAWARE

How Hexaware Empowered a Technology Leader with Oracle Fusion Cloud

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

A Global Technology Leader Embracing Cloud Transformation

Our client is a renowned global information technology company, recognized for delivering secure and innovative solutions to customers worldwide. With a footprint spanning US, APAC and the rest of the world, the organization set out on an ambitious journey: to unify its financial, supply chain, and project management systems by migrating from Oracle E-Business Suite (EBS) to Oracle Fusion Cloud. This transformation was driven by the need for greater scalability, robust compliance, and real-time analytics—capabilities essential for supporting operations across more than 80 countries.



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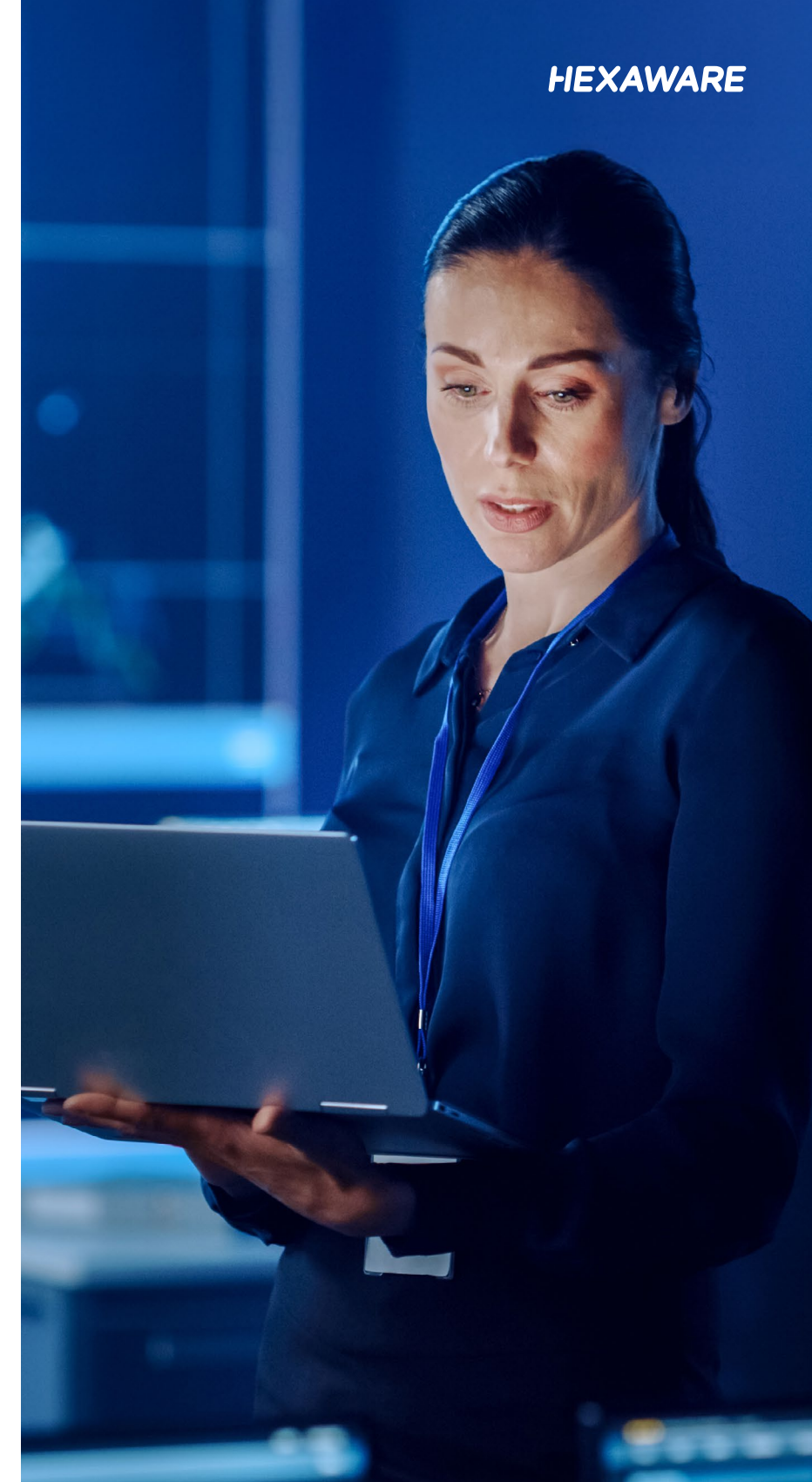
Legacy ERP Complexity and the Need for Global Compliance

As the client's business expanded, so did the complexity of its technology landscape. Operating with two separate Oracle EBS instances, one for the Americas and another for the rest of the world, led to fragmented financial reporting and inconsistent operational processes. The challenges were significant:

- **Consolidation and Reporting Difficulties:** Fragmented systems made it difficult to consolidate financial data and generate timely, accurate reports.
- **Lack of Unified Analytics:** The absence of a single source of truth hindered global reporting and real-time analytics.
- **Compliance Across Regions:** Navigating diverse regulatory requirements across multiple geographies added layers of complexity.
- **Integration Issues:** Disparate systems struggled to integrate with boundary applications, creating data silos.

- **Manual Processes:** Reliance on manual workflows slowed innovation and increased the risk of errors.
- **Scalability and Upgrades:** The legacy environment made it challenging to scale and adapt to frequent version updates, limiting agility.

These obstacles underscored the urgent need for a unified, future-ready ERP rollout that could support the client's global ambitions.



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Accelerating Oracle Cloud Implementation with Hexaware's Expertise

Hexaware partnered closely with the client to deliver a seamless Oracle Fusion Cloud implementation, consolidating two EBS instances into a single, global cloud platform. Our approach was designed to empower the client with agility, compliance, and operational excellence:

- **Comprehensive Module Coverage:** Implemented a full suite of Oracle Fusion Cloud modules, including Financials, Projects, Supply Chain Management (SCM), Logistics, and Planning.
- **Customer Experience (CX) Enhancements:** Rolled out advanced CX modules such as Configure, Price, Quote (CPQ) and Subscription Management to drive customer-centric operations.
- **Specialized Extensions:** Integrated niche modules like Revenue Management Cloud Service (RMCS) and Platform-as-a-Service (PaaS) extensions to address unique business needs.
- **Robust Support:** Provided Level 2 and Level 3 support for Fusion Cloud Applications, ensuring smooth operations post-implementation.

- **Seamless Integrations:** Rationalized and streamlined integrations with boundary systems, reducing complexity and improving data flow.
- **Templatized Global Rollout:** Leveraged a global template to standardize processes across all locations, reducing implementation time by 30% while allowing for 5–8% local customization.
- **End-to-End Process Standardization:** Deployed modules for Inventory, Order Management, Manufacturing, SCM Planning, Product Hub, Quality, Maintenance, Warehouse Management (WMS), Oracle Transportation Management (OTM), and Global Trade Management (GTM).

By combining deep Oracle expertise with a proven, templatized rollout strategy, Hexaware enabled the client to accelerate cloud adoption and future-proof its operations.



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Efficiency, Compliance, and Scalability Delivered

The transformation delivered by Hexaware produced measurable, business-critical benefits:

- 30% Reduction in Total Cost of Ownership (TCO): Streamlined operations and cloud efficiencies drove significant cost savings.
- 99.5% SLA Compliance: Achieved near-perfect service levels across all cloud operations, ensuring reliability and business continuity.
- Streamlined Global Reporting: Unified reporting and analytics across 80 countries empowered leadership with real-time insights for better decision-making.
- Improved Maintainability: Rationalized integrations and reports reduced system complexity, making ongoing maintenance simpler and more cost-effective.
- Empowered Users: Comprehensive training and intuitive tools enabled seamless user adoption, driving faster realization of value.

These outcomes addressed the client’s immediate challenges and positioned the organization for sustained growth and innovation.



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Hexaware Drives Cloud Success for a Global Technology Leader

Hexaware’s strategic partnership and robust onboarding framework enabled our client to modernize its ERP landscape, consolidate global systems, and embrace automation at scale. By delivering a unified Oracle Fusion Cloud platform, we empowered the organization to achieve operational excellence, ensure compliance, and unlock new opportunities for growth—today and into the future.



Have questions or want to learn more?

Write to us at marketing@hexaware.com

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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