

HEXAWARE

Workday End-to-End Managed Services Support, Tenant Harmonization & Post-M&A Integration for a Global Media Group

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

Global Media Group with 20,000+ Employees Across Three Continents

The client is a multi-brand media and information services company with well-known brands in digital real estate, subscription video, book publishing, and news. Headquartered in North America with operations across the Americas, EMEA, and APAC, the organization leverages Workday to run HR operations at scale.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

Post-acquisition Synergy Gaps and Uneven Governance

The client faced critical post-M&A integration challenges and needed to maintain data accuracy and quality.

Key challenges included:

- Global end-to-end managed services support for an expanding Workday AMS footprint.
- Streamlined HR processes across recruiting, time, absence, advanced compensation, payroll integrations, benefits, and performance.
- A comprehensive dashboard as a single source of truth to generate actionable insights.
- A clearer governance model for new projects and ongoing change.
- Consistent release management and tenant hygiene.
- Harmonization of multiple tenants (including the US and Australia) without disrupting the business.
- Scalable payroll integration with regional payroll vendors and downstream systems.



Solution

- Client
- Challenge
- Solution**
- Benefits
- Summary

Global AMS, Tenant Harmonization, and an Integration Factory

As the client’s preferred partner, Hexaware delivered Workday consulting and Workday AMS services to stabilize and modernize their HR technology landscape.

This included:

- **Global support model (18x5):** Hub-and-spoke coverage from onsite, nearshore, and offshore to handle BAU, enhancements, and release adoption.
- **Tenant harmonization:** Consolidated and standardized configuration, security, and processes across regions post-M&A, leveraging Workday implementation best practices.
- **Integration at scale:** Executed 65+ integrations across core HR, compensation, performance, payroll, and benefits; added language and country-specific variations as needed.
- **Payroll “backward” integrations:** Connected to third-party payroll providers (e.g., ADP, UltiPro, TMF) while preserving local compliance through robust payroll integration.

- **Project portfolio:** Delivered job architecture redesign, key business-process updates (e.g., termination, job change), and payroll integration modernization.
- **Future-proofing:** Enabled new Workday features, executive dashboards, and country-specific enhancements.
- **Flexible commercials:** T&M for variable needs; fixed-price managed services for predictable run operations with SLAs.
- **Workday footprint:** HCM suite covering core HR, recruiting, advanced compensation, time tracking, absence, performance, benefits; payroll integrations; reporting & dashboards.



Benefits

- Client
- Challenge
- Solution
- Benefits**
- Summary

Lower Costs, Faster Processes, and Improved Talent Retention

50% reduction
in tenant maintenance cost.

40% lower
data harmonization cost.

30% faster
ticket resolution time.

30% reduction
in integration development effort.

These improvements were achieved by leveraging our robust and flexible engagement model, cutting-edge solution accelerators, templated frameworks, and best-in-class Workday AMS capabilities.



Summary

- Client
- Challenge
- Solution
- Benefits

| Summary

Stronger Control After Complex Change

With a global Workday AMS model, disciplined governance, and an integration factory, the client turned a complex post-M&A integration landscape into a stable, scalable Workday platform—ready for the next phase of growth. This transformation was powered by expert Workday consulting and advanced payroll integration solutions, ensuring continued agility and operational excellence across global operations.



Have questions?

Write to us at marketing@hexaware.com for tailored Workday consulting!

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