

HEXAWARE

Breaking Barriers: How a Global Bank Unlocked Growth with Hexaware's Action-Oriented PeopleSoft Transformation

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Enterprise Banking Powerhouse

Imagine a major US-based banking institution with over 20,000 employees operating across continents. For years, their banking ERP systems kept the business running, but as technology aged, cracks began to show. This wasn't just another client, it was a decade-strong partnership built on trust and shared ambition.

The mission? Modernize financial and HR systems to drive efficiency, cut costs, and deliver a seamless experience for employees worldwide. The stakes were high, and the complexity was global.



Challenge

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Critical Systems Falling Behind

- **Outdated Technology:** Old PeopleSoft applications and PeopleTools were slowing everything down. Performance issues weren't just frustrating; they were expensive.
- **Manual Processes:** Billing and accounts receivable required constant manual work. Errors crept in, and resources were drained.
- **Limited Visibility:** Without real-time monitoring for integration broker and message statuses, issues often went unnoticed until they became major problems.
- **Global Complexity:** Managing batch schedules, time and labor rules, and payroll across North America, EMEA, and APAC was a logistical headache, demanding endless manual effort.
- **Custom Needs:** Unique business processes, like promotion cycles and geo-specific time rules, needed more than off-the-shelf solutions.



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Strategic Multi-Phase Transformation

This is where Hexaware’s expertise and our long-term relationship made all the difference.

Finance Transformation

We tackled the financial side first, delivering a robust PeopleSoft implementation for Accounts Receivable and Billing. Our team supported eProcurement, Purchasing, General Ledger, and Accounts Payable, then executed a full PeopleSoft 9.2 upgrade. This unlocked new business functions and streamlined production support and release management. Automation was key. We automated batch schedules across all regions and introduced batch monitoring, bringing much-needed consistency and reliability.

HR Revolution

On the HR front, we led a comprehensive HR systems modernization. From Core HR and Time & Labor to Benefits, ePerformance, Talent Management, Compensation, and both NA and Global Payroll, we covered it all, including eLearning. We built custom process reports for real-time integration broker monitoring and developed a bolt-on module for the “Client Promotion Cycle,” seamlessly integrated with job data. WorkCenters and dashboards for Talent Management, ePerformance, and Time & Labor gave managers actionable insights at their fingertips.



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Impressive Results Across the Board

- **Cost & Time Savings:** Streamlined billing and AR processes slashed operational costs and processing time by 20%.
- **Enhanced Monitoring:** Real-time visibility into integration broker and message statuses improved system reliability and transparency by 30%.
- **Automation at Scale:** Automated batch schedules across all regions reduced manual effort and boosted consistency.
- **Improved Support:** Enhanced production support and release management increased system stability.
- **User Empowerment:** New business functions and self-service tools elevated the employee experience and productivity.



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Partnership Drives Continuous Innovation and Lasting Success

Hexaware’s action-oriented, transparent approach delivered a seamless PeopleSoft 9.2 upgrade, comprehensive PeopleSoft support services, and a future-ready foundation for the global bank’s success. This transformation is proof of what’s possible when deep partnership meets strategic vision. Through targeted PeopleSoft support services and upgrades, this global bank achieved operational excellence in both Financial and HR systems. Our decade-long collaboration enabled ongoing innovation, improved global support, and delivered scalable solutions that keep pace with the bank’s future growth.



Contact our PeopleSoft experts today to see how a PeopleSoft upgrade and modernization can drive your business forward. 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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