



HEXAWARE

Seamless Global Payroll and HR: How Hexaware's PeopleSoft Expertise Empowers a Leading Sportswear Retailer

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

Powering Performance Across Continents

A global leader in sportswear retailing, with a workforce topping 33,000, needed to keep HR and finance operations smooth and reliable, no matter the hour or country. For over a decade, this client has relied on Hexaware to deliver PeopleSoft Application Support across both HCM and FSCM, ensuring every process—from payroll to purchasing—just works.



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Complexity Meets Real-World Demands

- **Global Workforce, Local Needs:** Managing global payroll implementation and HR operations across 16 European countries meant dealing with varied regulations and time zones.
- **Always-On Maintenance:** Regular PeopleSoft upgrade cycles and patching were essential to stay compliant and performant.
- **Seamless Data Flow:** HR system integration with third-party apps was crucial for business continuity.
- **Data Headaches:** Invalid time punches and a steady stream of ad hoc inquiries created operational drag.
- **Proactive Oversight Needed:** Tracking known errors and optimizing SQL performance required vigilant, expert attention.



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Decade-Long Partnership. Lasting Results.

Hexaware’s PeopleSoft Managed Services went beyond break-fix, delivering continuous improvement, automation, and real transformation:

- **Deep Expertise, Broad Scope:** Implemented PeopleSoft HCM Support for payroll and absence management in 16 European countries, plus tailored US and California HR enhancements.
- **Flawless Go-Lives:** Managed successful launches for PeopleSoft PO, Inventory, Purchasing, and eBill modules.
- **Financials Upgraded:** Delivered scheduled Peoplesoft upgrade, support, and enhancements for Pan-European Payroll.
- **Digital-First Operations:** Built a scalable test framework, automated digital billing for physical stores, and finalized U.S. Manager Self Service.

- **Automation in Action:** Automated invalid time punch cleanups and standardized ad hoc issue resolution using JIRA.
- **Proactive Monitoring:** Monitored SQL performance, tracked recurring errors, and orchestrated change management for smooth post-Go-Live transitions.
- **Comprehensive Coverage:** Modules in play included General Ledger, Payroll, Benefits Admin, Inventory, Billing, Asset Management, eProcurement, and more.



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Focus on Consistency and Efficiency

- **Performance Gains:** Global payroll implementation boosted payroll efficiency across 16 European countries.
- **Automation Impact:** Invalid time punch cleanups now run automatically, cutting manual work by 25%.
- **Efficiency Boost:** JIRA-based inquiry tracking sped up resolution times by 20%.
- **Error Reduction:** Proactive SQL monitoring slashed recurring issues by 30%.
- **Global Reach:** Delivered consistent, expert PeopleSoft Managed Services across geographies and business functions.



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A Playbook for Resilient Operations

Hexaware’s long-term partnership with this leading sportswear retailer is proof that PeopleSoft application support isn’t just about support; it’s about enabling business agility, resilience, and readiness for what’s next. With a blend of automation, integration, and continuous improvement, we’ve helped our client stay a step ahead in a fast-moving marketplace.



Ready to level up your HR and finance operations?

Contact us at marketing@hexaware.com to learn how Hexaware's PeopleSoft Managed Services can help you streamline complexity and win at a global scale.

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