

HEXAWARE

When Legacy Systems Meet Future Ambitions: A 20-Year Partnership Transforms Global Operations

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

Global Giant, Growing Pains

A powerhouse conglomerate operating across aviation, healthcare, and energy was at a crossroads. With over 160,000 employees worldwide and a trusted 20-year partnership with Hexaware, the stakes were high. Their legacy systems were draining resources, manual processes slowed progress, and the pressure to embrace HR digital transformation was mounting. The challenge? Modernize without disrupting what already worked.



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Old Infrastructure, New Problems

- **Legacy systems draining budgets:** Maintaining on-premises PeopleSoft HCM was costly and resource-intensive.
- **Manual processes everywhere:** Payroll automation was lacking, leading to slow, error-prone payroll execution and testing.
- **Zero visibility into operations:** Without real-time monitoring, integration issues often went undetected until too late.
- **Scaling nightmares:** Supporting high-volume databases and global payroll management across time zones required robust, flexible infrastructure.
- **Transformation uncertainty:** Preparing for SaaS migration meant understanding and preserving decades of institutional knowledge.



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Two Decades, One Vision

Hexaware's long-standing partnership meant we understood the client's DNA—not just their data.

- **Modernized the foundation:** We delivered a comprehensive PeopleSoft HCM upgrade from version 9.1 to 9.2, covering payroll, compensation, benefits, pension, and absence management.
- **Moved mountains to the cloud:** The PeopleSoft HCM cloud migration to Microsoft Azure wasn't just a lift-and-shift; it was a strategic leap, including high-volume database migration and active data guard setup.
- **Went global, stayed local:** Our HR digital transformation spanned 45 countries, with tailored solutions for regions like MEA, Mexico, and California.
- **Built the automation army:** We deployed 26 proprietary tools and accelerators, revolutionizing HR process automation, from payroll comparison and execution to testing and data masking.
- **Created the unified experience:** The OneHR portal consolidated previously siloed systems, delivering seamless employee engagement.

Key Features:

- Cloud-based hosting for true scalability and cost-efficiency.
- Automation tools that accelerated SLA delivery by 20%.
- Real-time monitoring and reporting for integration and data management.
- Custom solutions for global payroll management and pension processes.



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Numbers That Matter, Results That Last

- **30% cost reduction:** in HRIT maintenance over three years, freeing up budget for growth.
- **Faster, better operations:** Payroll automation improved both speed and accuracy, boosting SLA compliance and slashing manual effort.
- **Scale without limits:** Cloud migration ensured robust performance for 160,000+ employees worldwide.
- **Future-ready foundation:** Every upgrade and automation built knowledge for the next phase of SaaS adoption.
- **\$7 million in automation value:** Our proprietary tools delivered innovation that pays for itself.



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Partnership That Pays Forward

Twenty years of collaboration taught us that transformation isn't about replacing what works. It's about amplifying strengths and fixing what's broken. This client didn't just get a technology upgrade; they gained a roadmap for the next twenty years. Their global payroll management is smoother, teams are faster, costs are lower, and they're ready for whatever comes next in their digital journey.

When legacy systems meet future ambitions, and the right partner, amazing things happen.



Ready to Transform?

Let's talk about what's possible when experience meets innovation.

Contact our team at **marketing@hexaware.com** and discover how your legacy can become your competitive advantage.

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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