

HEXAWARE

Digital HR at Scale: Powering Global Transformation with Oracle Fusion Cloud HCM

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Global Technology Solutions Leader

A fast-growing global IT and business process services organization partnered with Hexaware to modernize its people systems and support a rapidly expanding workforce of 33,000+ employees across 32 countries. The client had been operating on a highly customized PeopleSoft HRMS and Taleo landscape for more than a decade. While the legacy ecosystem had served them well, they needed a future-ready platform capable of enabling scale, supporting global compliance, and elevating the employee experience end-to-end.



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Tackling Global HR Complexity

The client’s legacy systems limited the organization’s ability to innovate and standardize operations across geographies.

Key challenges included:

- Fragmented HR processes leading to inconsistent data, heavy manual work, and slow reporting.
- Complex compliance requirements across multiple countries.
- A dated user experience that didn’t meet the expectations of a modern, digital workforce.
- Limited scalability to support rapid global growth.
- A need to standardize processes and control customization.

To overcome these hurdles, the client sought Hexaware’s expertise in HCM cloud migration, HR modernization, and large-scale HCM implementation.



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Unified Global HR Transformation

Hexaware partnered with the client to deliver a multi-phase Oracle Fusion Cloud HCM transformation spanning eight months. The engagement covered Core HR & Operations, Onboarding, Recruiting, Absence, Compensation & Benefits, Talent & Performance Management, Workforce Analytics, and Compliance.

The program included a complete PeopleSoft migration to Oracle Fusion Cloud HCM, supported by a phased global rollout strategy, enterprise-wide standardization, and comprehensive change management.

Hexaware followed its proven ABCDs of Success approach:

- **Buy-in & Architecture:** Secured early stakeholder alignment and established a strong governance model.
- **Blueprinting:** Mapped and rationalized processes to reduce rework and limit customizations.
- **Configuration vs Customization:** Minimized custom components by using standard functionality and configurable options.

- **Data Quality & Migration:** Cleansed, standardized, and validated all master and transactional data.
- **Change Management:** Enabled adoption through early communication, training, and champion networks.
- **Deployment & Continuous Improvement:** Rolled out the platform in controlled phases, ensured hypercare, and established KPIs for continuous optimization.

The roadmap spanned Blueprint, Implement, Enable, and Live Run phases with structured activities from fit-gap analysis, configuration, and governance, to integration, hypercare, and steady-state support.

Most importantly, the journey was not a point-in-time transformation. The client continues to innovate on the platform—deploying Oracle Redwood UI and leveraging Oracle’s AI Agent Studio with both seeded and custom AI assistance and agents as part of its ongoing roadmap.



Benefits

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Accelerated HR Performance

The program delivered measurable improvements across the client's HR ecosystem:

- **Enhanced Employee Experience:** A modern, unified HR platform improved navigation and increased onboarding eNPS and ESAT, with 100% self-service enabled.
- **Ease of Access:** A single window for all HR processes allowed employees to access information anytime, with personalization, built-in guidance, mobile-first design, and assistive technologies.
- **Increased Process Efficiency:** Automated user-journey workflows reduced process steps and turnaround time, improving SLAs by nearly 45% and reducing time-to-hire by 25%.
- **Operational Cost Savings:** The client absorbed an increased workload of 15% with no additional staffing due to improved automation and reduced manual effort.
- **Improved Data Quality & Governance:** Standardized global processes delivered accurate, compliant HR data, 100% digitization of documents, and nearly 80% faster reporting.
- **Scalability & Future Readiness:** A cloud-native architecture enabled rapid adoption of new Oracle features, supporting continuous innovation and ongoing HR digital transformation.



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Next-Gen Workforce Evolution

By partnering with Hexaware, the client successfully transitioned from legacy PeopleSoft systems to a modern Oracle Fusion Cloud HCM platform that scales effortlessly, enhances compliance, and delivers an elevated employee experience across a growing global footprint. The transformation continues to evolve, with Redwood UI deployment and Oracle AI Agent Studio initiatives marking the next phase of future-ready innovation.

Hexaware’s expertise in HCM cloud migration, HCM implementation, and HR modernization ensures the client remains agile, insights-driven, and well-positioned for the next era of workforce transformation.



Have questions or want to
discuss your HR challenges?

Reach out to our experts 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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