

HEXAWARE

Global Healthcare Leader Aces HR and Finance Operations with AI-Enabled Workday Transformation

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

A Global Healthcare Commercialization Leader

The client is a leading global provider of commercialization services for the healthcare and pharmaceutical industries. With a global presence, the client supports drug manufacturers by delivering compliant field teams, market access programs, and patient engagement services. To manage its complex HR and finance operations and fuel ongoing growth through acquisitions and international expansion, the company relies on the Workday platform.



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Navigating Complex Post-acquisition Integration and Compliance

Integrating Acquisitions While Ensuring Global Compliance

After a major acquisition, the client faced the daunting task of establishing a separate legal entity while maintaining seamless HR and Finance operations. The integration required careful alignment of acquired operations, all while ensuring compliance with diverse regulations across multiple countries and jurisdictions.

Modernizing Outdated Finance Systems and Eliminating Errors

The company's aging finance landscape was hampering budgeting, forecasting, and financial planning. Disconnected upstream and downstream systems led to frequent transactional errors, undermining data accuracy and slowing down critical business processes.

Enhancing Employee Experience and Operational Efficiency

Manual processes in HR and Finance not only increased the risk of errors but also negatively impacted employee experience—especially during onboarding, annual reviews, and compensation cycles. The organization needed to reduce manual effort, improve reporting accuracy, and integrate seamlessly with the parent company without disrupting daily operations.



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Hexaware's AI-Driven Workday Transformation Framework

What Hexaware Did: Strategic Modernization and Integration

Hexaware, acting as the client's system integrator and Application Management Services (AMS) provider, spearheaded a comprehensive transformation of HR and Finance operations. Leveraging the power of Workday Human Capital Management (HCM), Workday Financials, and Adaptive Planning, Hexaware introduced AI-driven automation to streamline finance processes and reduce manual workloads. The team also implemented robust role-based security controls and tailored Workday functionalities to meet country-specific regulatory requirements.

How the Solution Was Implemented: Agile, Global, and Custom-Fit

- **Agile Governance Model:** Hexaware adopted an agile governance approach, ensuring rapid decision-making and iterative progress throughout the transformation journey.
- **Global Rollout:** The solution was deployed across all 40+ countries, standardizing HR and Finance operations while accommodating local nuances.

- **Custom Integrations:** Hexaware built bespoke integrations to enhance forecasting, budgeting, and reporting, ensuring seamless data flow and improved accuracy.
- **Country-Specific Configurations:** Workday functionalities were customized to address unique benefits, compensation, and security needs in each jurisdiction, maintaining compliance without sacrificing global consistency.



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Quantifiable Gains in Speed, Accuracy, and Growth

30% Faster Candidate Onboarding: Accelerated Talent Integration

Automated HR workflows enabled new hires to be onboarded 30% faster, ensuring that field teams could be deployed quickly to support client projects worldwide.

25% Faster Invoice Processing: Streamlined Financial Operations

AI-powered finance automation reduced invoice processing times by 25%, improving cash flow and vendor relationships.

50% Fewer Journal Errors: Enhanced Data Accuracy

The integration of upstream and downstream systems, combined with AI-driven validation, led to a 50% reduction in journal errors, resulting in cleaner financial data and more reliable reporting.

40% Reduction in Manual Planning Effort: Smarter, More Efficient Planning

Adaptive Planning and custom integrations cut manual planning effort by 40%, freeing up finance teams to focus on strategic analysis and decision-making.

15% Increase in Sales Volume: Empowered Growth

With improved operational efficiency and data-driven insights, the organization achieved a 15% increase in sales volume, supporting its mission to drive global healthcare commercialization.



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A Future-Ready Foundation for Global Expansion

The client now operates with a modern, AI-driven Workday automation for HR and finance ecosystem, built on Workday and powered by Hexaware’s expertise. This transformation has created a scalable foundation for future acquisitions and international growth. With faster onboarding, smarter planning, cleaner financial data, and more efficient operations, leadership is empowered to make quicker, more informed decisions, thereby driving continued global success.



Ready to Modernize Your Business? Let's Talk!

Partner with Hexaware to unlock the full potential of your HR and finance operations. With proven expertise in Workday implementation, AI automation, and scalable global solutions, we'll help you accelerate growth and efficiency. Contact 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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