

HEXAWARE

Global MedTech Leader Unlocks Workforce Agility Through Workday HR Transformation

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A Fortune 500 MedTech Powerhouse

The client is a leading global medical technology and digital solutions provider, recognized as a Fortune 500 company. With operations in over 100 countries, the organization serves hospitals and health systems worldwide and manages a highly diverse and distributed workforce. To support its complex HR needs—including Core HR, Time & Absence, Payroll, Benefits, Compensation, Recruiting, and Talent programs—the company relies on the Workday platform as the backbone of its people operations.



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Navigating Disruption and Deep Business Complexity

The client faced a pivotal moment following its separation from the parent organization. This transition demanded a complete redesign and stabilization of its global HR ecosystem, now responsible for supporting tens of thousands of employees across multiple countries, languages, and regulatory environments. Navigating strained operations and high-stakes risks, the separation exposed the client’s deep business challenges:

- **Fragmented Processes:** Business processes required urgent reconfiguration, and security policies needed updating to reflect the new organizational structure.
- **Integration Overload:** The need for new integrations across HCM, Payroll, and Talent systems was immediate and complex, threatening business continuity.
- **Opaque Leadership Programs:** Leadership nominations lacked transparency and auditability, resulting in inconsistent selection and limited governance.

- **Inefficient Talent Mobility:** Rotation assignments were managed through emails and spreadsheets, causing delays, missed approvals, and poor visibility into talent movement.
- **Onboarding Bottlenecks:** Manual, error-prone access provisioning led to Day 1 onboarding delays and compliance risks.
- **Legacy System Burden:** High maintenance costs from the legacy PeopleSoft (GAM) platform, compounded by extensive customizations and strained IT budgets.
- **Manual Compliance Headaches:** Document generation, reporting, and compliance processes were heavily manual, making global scaling nearly impossible.

The stakes were high: without swift and effective transformation, the organization risked operational disruption, compliance failures, and a diminished employee experience.



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Hexaware’s Strategic Partnership and Workday Extend Innovation

Recognizing the urgency and complexity of the challenge, the client engaged Hexaware as its strategic Workday Systems Integrator (SI) and Application Management Services (AMS) provider. Hexaware brought a comprehensive suite of proprietary tools, deep Workday expertise, and a proven approach to global HR transformation.

Deploying a Phased, Technology-Driven Rollout

1. Phased Global Rollout with Hybrid Delivery

Hexaware orchestrated a seamless, phased rollout of Core HR, Time & Absence, and key business processes across 43+ countries. Leveraging a hybrid onsite-offshore delivery model, Hexaware ensured continuous support and rapid deployment, minimizing business disruption.

2. Legacy Migration with Proprietary Tools

Using Hexaware’s Migration Helper tool, the team migrated Absence, Benefits, and Advanced Compensation from the legacy PeopleSoft platform to Workday. Legacy BIRT reports were consolidated into Workday, streamlining reporting and analytics.

3. Touchless Migration and Integration Factory

Hexaware’s touchless migration tool enabled automated data extraction, mapping, and transformation from SAP SuccessFactors to Workday, all through a no-code framework. The Integration Factory delivered 70+ new vendor integrations while supporting over 300 existing integrations across HR functions.

4. Workday Extend Applications for Workforce Agility

- **Workday Access Manager (WAM):** Automated user provisioning, approval routing, policy enforcement, and governance controls, eliminating manual bottlenecks.
- **Leadership Succession App:** Enabled transparent nomination workflows, configurable evaluation criteria, and audit-ready historical tracking for leadership programs.
- **Leadership Program Bridge:** Centralized management of nominations and rotations for 53,000+ employees, with self-service workflows and approval routing.
- **Talent Mobility App:** Provided configurable evaluations, mobile-enabled self-service, multilingual support, and complete audit visibility

- **Security Role Management:** Centralized role assignment, validation, monitoring, and compliance oversight.

5. Automation and Governance at Scale

Hexaware automated document generation and reporting, embedded end-to-end audit trails, and ensured compliance-ready activity logs across all Workday Extend applications—strengthening governance for a global, multilingual workforce.

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Measurable Gains in Agility, Compliance, and Cost

50% Faster Access Provisioning Eliminates Day 1 Delays
 With the Workday Access Manager (WAM) Extend application, user access provisioning became 50% faster. This eliminated onboarding delays and reduced compliance risks, ensuring new hires could be productive from their first day.

30% Faster Internal Talent Mobility Drives Growth
 The deployment of transparent, mobile-enabled Workday Extend applications accelerated internal talent mobility by 30%. Employees could now move seamlessly between roles and locations, supporting both career growth and business agility.

30% Reduction in Resource Allocation Time
 Automated workflows for rotation, nomination, and mobility cut resource allocation time by 30%. Managers gained real-time visibility and control, enabling faster, data-driven decisions.

40% Decrease in Document Generation Effort
 Automation and standardized reporting reduced the effort required to generate Workday documents by 40%. HR teams could focus on strategic initiatives rather than manual paperwork.

50% Lower AMS Costs Through Modernization
 By modernizing operations and streamlining support, Hexaware helped the client achieve a 50% reduction in AMS costs. The scalable support model ensured ongoing efficiency and cost control.

Global Reach and Stronger Governance
 Mobile-ready self-service applications were deployed across 125+ countries, empowering decentralized workforce management. Embedded audit trails and compliance-ready logs covered 53,000+ employees in 35+ languages, ensuring transparency and regulatory alignment.



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A Secure, Scalable, and Employee-Centric Future

Hexaware’s interventions have modernized and scaled the client’s global Workday landscape, delivering self-service workforce applications, automated access management, and comprehensive global support. The organization now operates with a secure, scalable, and employee-centric foundation—ready to support future growth, talent development, and operational excellence. With robust governance, real-time insights, and a seamless employee experience, the client workforce management.



Contact Us for Workforce Transformation

Ready to modernize your HR ecosystem? Connect with Hexaware's experts to explore tailored solutions for your business needs 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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