

HEXAWARE

Global Tech Leader Transforms Operations with Hexaware's Scalable Workday Managed Services

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

A Global Digital Workspace Leader with a Complex HCM Ecosystem

The client is a global digital workspace technology leader with over \$1 billion in annual revenue and a distributed workforce spanning multiple geographies. Its operations depend heavily on Workday, which serves as the backbone for managing end-to-end employee lifecycle processes, including onboarding, payroll, benefits administration, and identity management. As the organization scaled rapidly across regions, it required a robust, scalable Workday operating model to meet increasing operational demands while maintaining seamless integrations, governance, and a high level of platform reliability.



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Operational Complexities Hindering Growth and Stability

The client’s rapid global expansion exposed significant operational pain points within its Workday environment. These challenges not only increased business risk but also disrupted internal processes critical to the organization’s success.

Fragmented Support and Recurring Incidents

- The absence of a centralized L2/L3 support model led to delays in issue resolution, recurring incidents, and operational inefficiencies.
- Problems often resurfaced because root causes were not identified or addressed.

High Risk from Inconsistent Workday Release Management

- Workday’s semi-annual updates posed significant risks due to a lack of structured release readiness processes. Inconsistent testing and deployment practices made it difficult to leverage new features without disrupting operations.

Integration Failures Across Core Systems

- Payroll, benefits, and identity management integrations often failed, creating downstream disruptions. These failures increased operational overhead and required time-consuming manual interventions.

Limited Proactive Monitoring

- Reactive support processes and the absence of proactive issue detection hindered operational stability. Recurring issues and a lack of preventive measures added unnecessary strain on internal teams.

Lack of Governance and Scalability

- Without a robust Workday governance model, operational practices were inconsistent, and support coverage lacked predictability. Scaling the Workday environment to meet growing business demands became increasingly difficult.



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Hexaware's Comprehensive Workday AMS

Hexaware stepped in as the client's strategic partner to provide scalable Workday managed services (AMS) and drive stability and governance across the organization's Workday landscape.

What Hexaware Delivered

1. End-to-End Workday AMS Support

Hexaware provided centralized L2/L3 support across Core HCM, Recruiting, Talent Management, Compensation, Advanced Compensation, Absence, Time Tracking, Security, and Integrations.

2. Structured Workday Release Management

By implementing impact assessments, regression testing, validation, and deployment support, Hexaware ensured seamless adoption of Workday's semi-annual releases.

3. Proactive Workday Integration Monitoring

Hexaware introduced continuous monitoring and troubleshooting for payroll, benefits, and identity management integrations, significantly reducing integration-related disruptions.

4. Governance-Driven Operations

A structured Workday governance model was established, including regular service reviews (weekly, monthly, quarterly) to improve visibility, accountability, and operational reliability.

5. Scalable AMS Framework

A robust AMS model enabled faster response to business requests, enhancement initiatives, and day-to-day operational needs.

Implementation Approach

Hexaware began with a comprehensive discovery phase to assess the client's Workday ecosystem, identify gaps, and prioritize areas for immediate intervention. A governance-driven operating model was introduced, along with proactive problem management practices to eliminate recurring issues. Continuous service improvements were embedded into the operations, ensuring the Workday environment evolved alongside the client's growing business needs.



Benefits

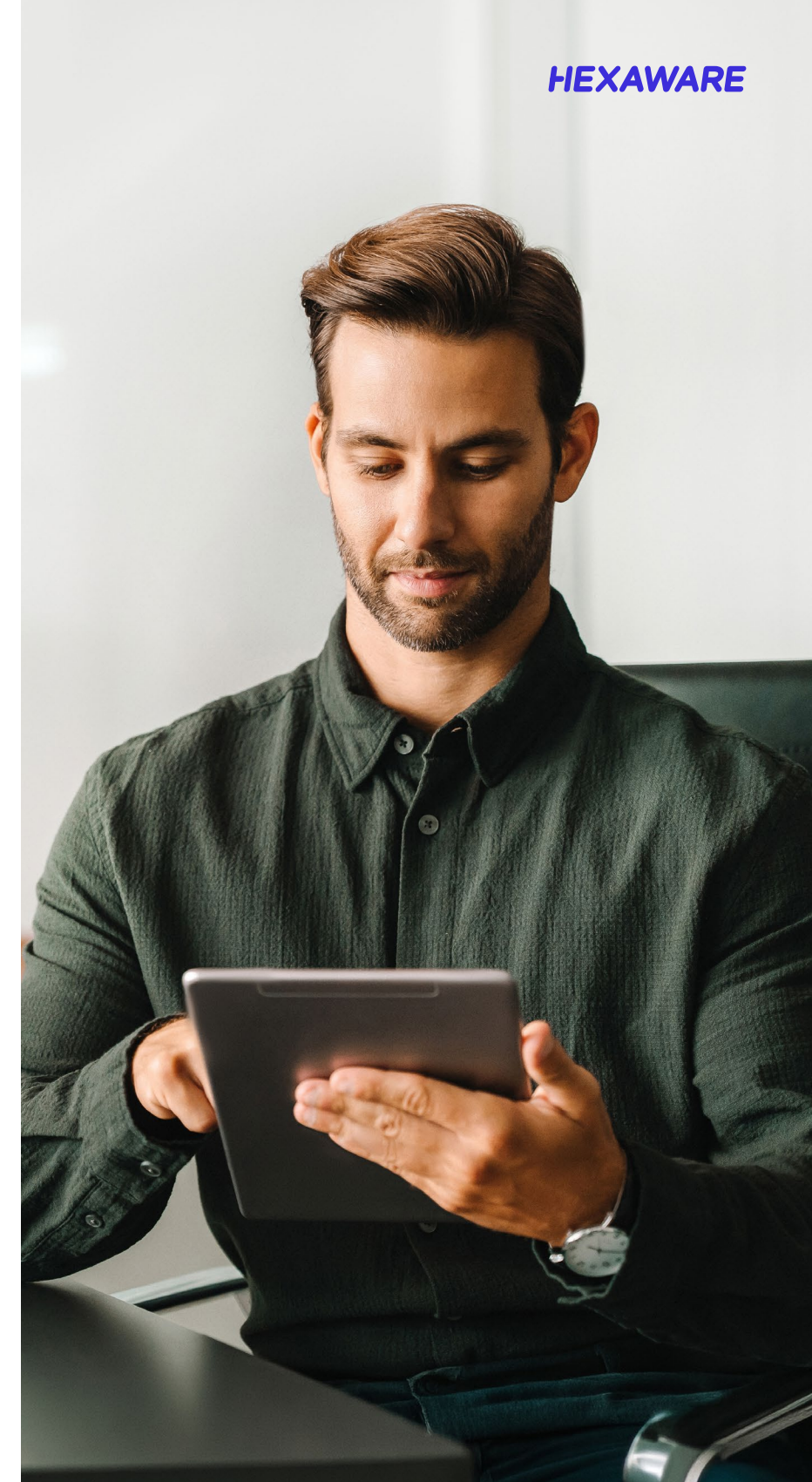
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Transformational Outcomes with Measurable Results

Hexaware stepped in as the client's strategic partner to provide scalable Workday managed services (AMS) and drive stability and governance across the organization's Workday landscape.

- **30% Reduction in Recurring Incidents**
Hexaware's structured root cause analysis and proactive issue management reduced recurring incidents by 30%, improving operational stability and freeing up resources for strategic initiatives.
- **40% Improvement in Release Readiness**
With a disciplined approach to Workday release management, the client's release readiness improved by 40%. Semi-annual updates were no longer a risk but an opportunity to leverage new Workday functionalities.
- **25% Faster Response to Business Requests**
The centralized AMS model enabled a 25% faster response time for business requests, enhancing stakeholder satisfaction and accelerating HR processes.

- **Seamless Integration Monitoring**
Proactive Workday integration monitoring eliminated major disruptions across payroll, benefits, and identity management systems, ensuring smooth business operations.
- **Governance-Driven Scalability**
The Workday governance model provided structured operational practices, enabling the client to scale its Workday environment in alignment with its global business growth.
- **Enhanced Platform Stability**
Preventive maintenance and continuous monitoring practices improved the overall reliability of the Workday platform, reducing both operational risks and support overhead.



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A Scalable HR Technology Foundation for Future Growth

Hexaware's engagement transformed the client's Workday operations from a fragmented, reactive model to a structured, scalable AMS framework. Today, the organization benefits from:

- A 30% reduction in recurring incidents through proactive problem management.
- 40% stronger release readiness, ensuring seamless adoption of Workday updates.
- 25% faster business request response, driving efficiency and enhancing user satisfaction.
- Improved platform stability and reduced integration-related disruptions.

With a robust Workday governance model now in place, the client is poised for continued growth. Hexaware remains a strategic partner, supporting ongoing enhancement initiatives and enabling the client to lead with confidence in a highly competitive market.



Ready to Transform your Workday Operations?

Contact Hexaware today at marketing@hexaware.com to explore how our Workday managed services can help reduce recurring incidents, improve release readiness, and accelerate business responsiveness.

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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