

HEXAWARE

Global Financial Leader Boosts Workforce Visibility with Workday HCM Implementation

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A banking giant operating at the intersection of scale and complexity

This client, a financial institution, serves consumers, corporations, and institutions across the Americas, EMEA, and APAC. Managing a vast, distributed workforce, the organization relies on Workday HCM and Workday Prism Analytics to orchestrate everything from compliance and talent management to workforce planning. With operations spanning continents and regulatory environments, the stakes for system performance, data integrity, and reporting accuracy are exceptionally high. As the institution set its sights on expanding HR capabilities and deepening talent programs, it needed more than a technology vendor—it needed a strategic partner ready to grow with it.



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Overcoming complexity to scale talent operations globally

- **When Growth Outpaces the Systems Designed to Support It**

Transformation at this scale is never simple. As the organization expanded its HR and talent capabilities globally, a series of deep, interconnected business challenges emerged—each compounding the next and creating pressure across teams, timelines, and technology.

- **Talent Strategy Without a Roadmap Execution Partner**

The vision for global talent transformation was clear, but execution was another matter. Without a dedicated Workday partner with deep HR and Talent expertise, the risk was that strategy would remain just that— aspirational, not operational.

- **The Impossible Complexity of Global Absence Management**

Absence policies differ dramatically across countries. Aligning diverse leave policies, regulatory requirements, and workforce needs within a standardized framework was a monumental challenge. Any misstep could create not just administrative headaches, but legal exposure.

- **Walking a Tightrope Between Enhancement and Disruption**

Enhancing Performance and Talent modules in a live Workday environment is high-stakes. Even minor misconfigurations could disrupt critical HR processes, impacting thousands of employees and managers. The organization needed to innovate without risking operational continuity.

- **Leadership Bandwidth Bottlenecks Stalling User Acceptance Testing**

Executive stakeholders were often pulled away by operational priorities, limiting their availability for testing and creating bottlenecks in User Acceptance Testing (UAT). This delayed release pushed the risk downstream into production.

- **Data Without Structure, Reports Without Answers**

Unstructured data across modules made reporting and document generation slow, inconsistent, and manual. The information existed, but the infrastructure to surface it reliably did not.

- **Integration Blindness: No Single View of System Health**

Manual tracking of integration runs meant there was no consolidated view of health. Problems were often discovered only after they had already caused downstream issues, making the environment reactive rather than proactive.

- **Delivering Phase 2 Without Adding Operational Risk**

The push to deliver Phase 2 capabilities was urgent, but the organization could not afford to destabilize existing operations. The challenge: expand capabilities without increasing operational risk.

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Building a scalable, resilient foundation for global HR transformation

- How Hexaware Rebuilt the Foundation While Raising the Ceiling**
 Hexaware stepped in as a true partner, not just a vendor. The engagement was a coordinated, multi-workstream effort that addressed the client’s transformation agenda while strengthening the operational infrastructure beneath it. Hexaware brought together Application Management Services (AMS), Amaze® for ERP, Centralized Reporting Factory, Integration Monitoring, and global testing expertise into a unified delivery model—built to flex with the client’s complexity.
- Delivering Phase 2: Performance, Skill Cloud, and Talent Modules Go Live**
 At the heart of the engagement was the Phase 2 implementation of Workday’s Performance, Skill Cloud, and Talent modules. Hexaware led the design, configuration, and deployment, using Amaze® for ERP to automate testing and compress deployment timelines. Risks were identified and mitigated early, ensuring a fast, stable rollout.
- Solving Global Absence Complexity, Country by Country**
 Hexaware approached the multicountry Absence Management rollout with a framework-first mindset. By building a standardized yet flexible model, the team accommodated country-specific leave policies and regulatory mandates, ensuring compliance and operational consistency across regions.
- Making Integrations Visible with the Integration Monitor Dashboard**
 To eliminate integration blind spots, Hexaware built an Integration Monitor Dashboard—a real-time, centralized view of all integration statuses. Monitoring became automated and proactive, with Hexaware’s engineers resolving complex Studio integration issues before they could impact operations.
- Building a Process Monitor Dashboard for Operational Clarity**
 Hexaware developed a Process Monitor Dashboard that gives HR teams a consolidated view of workflow health. What once required manual follow-up became a structured, visible operating environment, shifting the team from reactive to proactive management.
- The Centralized Reporting Factory: Turning Data into Decisions**
 To address fragmented reporting, Hexaware established a Centralized Reporting Factory. This scalable enterprise reporting framework standardized data outputs, enabling HR and business leaders to access reliable workforce insights on demand.
- 24×7 AMS Support: Always On, Always Accountable**
 Hexaware’s 24×7 Testing and AMS support model provided continuous monitoring, rapid incident response, and structured regression testing. This ensured both new enhancements and existing functionality remained stable, compliant, and high-performing.

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Measurable outcomes across every dimension that matters

The impact of Hexaware’s partnership was tangible—showing up in timelines, system reliability, cost efficiency, and the quality of HR decisions.

- **40% Faster Rollout of HR Modules Across the Enterprise**

By leveraging Amaze® for ERP and a structured implementation approach, Hexaware reduced HR module rollout times by 40%. Capabilities reached the workforce faster, accelerating business value realization.

- **30% Fewer Post-Production Defects in Live Workday Environments**

Automated regression testing and proactive quality controls led to a 30% reduction in post-production defects. The Workday environment became more stable, and HR operations ran with greater confidence.

- **25% Reduction in Production Downtime Through Proactive Monitoring**

With real-time dashboards and 24x7 AMS support, production downtime dropped by 25%. Issues were identified and resolved before they could escalate, making the environment predictably reliable.

- **30% Cost Savings on Phase 2 Implementation Delivery**
Through automation and optimized delivery, Hexaware delivered Phase 2 at 30% lower cost. The organization expanded its Workday capabilities without expanding its budget.
- **30% Faster Resolution of Integration Issues Across All Systems**
The Integration Monitor Dashboard and expert troubleshooting enabled a 30% faster resolution of integration issues, making HR data flows more reliable and reducing operational disruptions.
- **Standardized Workforce Insights Now Available Across All Regions**
The Centralized Reporting Factory provided consistent, trustworthy HR data on demand. Workforce planning, compliance, and talent analytics now operate within a scalable, standardized framework—empowering leaders across all regions.



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From reactive operations to a scalable, future-ready Workday model

Today, this global financial institution operates its Workday environment with unprecedented visibility, stability, and strategic capability. Phase 2 of the talent and performance transformation is live, and the multicountry Workday absence management rollout is fully embedded. Real-time dashboards provide continuous insights, and the Centralized Reporting Factory delivers standardized workforce analytics across all regions. Hexaware’s 24×7 AMS support ensures the environment remains robust and responsive, while automated quality controls continue to reduce defects and safeguard every release. The operational foundation Hexaware helped build is now strong enough to support the next chapter of HR transformation. What began as a need for a capable implementation partner has evolved into an ongoing strategic engagement—one where Hexaware continues to help the institution expand its Workday capabilities, strengthen HR operations, and position its people programs for the demands of Platform Services*



Ready to modernize your HR and talent operations?

Get in touch with our experts to learn how we can help you achieve zero-defect delivery and scalable workforce transformation. Contact us at marketing@hexawre.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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