

HEXAWARE

PeopleSoft Financials Support for a Leading Global Investment Firm

Case study



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A Global Investment Firm Powering Financial Operations Worldwide

Based in Washington, DC, the client is a premier global investment company specializing in private equity, asset management, and financial services. With operations spanning the United States, Europe, and Asia-Pacific, the firm manages complex portfolios and serves institutional clients in highly regulated environments.

A Finance Function That Cannot Stand Still

The company’s finance function is mission-critical, relying on comprehensive PeopleSoft Financials support to ensure the smooth operation of accounts payable, general ledger, treasury, billing, asset management, and other core processes. For such a dynamic organization, system downtime or outdated technology poses significant business risks.

The Partnership with Hexaware

To maintain a stable, compliant, and high-performing finance platform, the firm engaged Hexaware for PeopleSoft support services. This five-year (and ongoing) partnership was established to deliver world-class PeopleSoft AMS and application support, ensuring the finance system could keep pace with the firm’s global ambitions.



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When Global Finance Operations Reach a Critical Breaking Point

A Three-Month Countdown with No Room for Error

The most urgent challenge was the need to transition from the previous vendor to Hexaware within just three months. This tight timeline demanded rapid knowledge transfer, process onboarding, and the establishment of new support protocols—all without any disruption to business operations. Any misstep could have triggered cascading issues across finance teams worldwide.

Fragmented Finance Data Across a Global Organization

The absence of a unified system for global finance data created operational blind spots, delayed reporting, and hindered collaboration. For a firm where investment decisions depend on real-time financial intelligence, this fragmentation was a strategic liability.

Regulatory Complexity Across Three Major Jurisdictions

Operating across the US, Europe, and Asia-Pacific, the firm faced a complex and evolving regulatory landscape. Ensuring the PeopleSoft finance system remained compliant in all regions placed immense pressure on both finance and IT teams, with any compliance lapse carrying significant legal and reputational risks.

Around-the-Clock Support Across Time Zones

The US-based finance teams required reliable, high-quality PeopleSoft application support 24 hours a day, five days a week. Delivering this level of service from offshore, while maintaining seamless user experience and stringent SLAs, was a formidable operational challenge.



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Hexaware Delivers End-to-End PeopleSoft Finance Platform Support

What Hexaware Brought to the Table

Hexaware deployed a dual-pronged approach: a dedicated Application Management Services (AMS) team and a specialized development team. The AMS team provided 24/5 offshore admin support, incident management, and functional guidance for users across all regions, while the development team focused on enhancements, integrations, and upgrades. This onsite-offshore model ensured continuous, cost-effective coverage and rapid response.

Taking Over in Ninety Days Without Missing a Beat

Hexaware executed a structured, risk-managed transition, meticulously documenting processes, transferring institutional knowledge, and establishing robust support protocols. The transition was completed within the three-month window, with uninterrupted service and immediate SLA adherence.

Upgrading and Hardening the Core PeopleSoft Platform

Post-transition, Hexaware prioritized platform health and modernization. The PeopleSoft V9.2 finance system was maintained and enhanced across all modules, with

annual PeopleSoft PUM upgrades ensuring alignment with Oracle’s latest releases. The November 2025 upgrade to PeopleTools 8.62 marked a significant technical milestone, reinforcing system stability and compliance.

Real-Time Integrations Connecting the Finance Ecosystem

Hexaware developed real-time integrations between PeopleSoft Finance and the Appian-based Accounts Payable system, as well as with Brightflag for legal billing. These integrations streamlined workflows, eliminated manual hand-offs, and transformed PeopleSoft into a connected financial hub.

Driving Efficiency Through SWIFT Banking and RPA

The onboarding of SWIFT banking enabled secure international payments, while Robotic Process Automation (RPA) was deployed to automate repetitive finance tasks. Enhanced reporting and analytics provided finance leaders with actionable insights, further elevating operational efficiency.



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Measurable Results That Transformed Global Finance Operations

Zero-Disruption Vendor Transition Completed in 3 Months

Hexaware’s seamless takeover ensured no service interruptions, incident spikes, or compliance gaps. The transition was executed within the aggressive three-month timeline, maintaining uninterrupted PeopleSoft Financials support for teams across all regions.

11,000 Tickets Managed and 1,508 Story Points Delivered in 2025

In 2025 alone, Hexaware managed over 11,000 support tickets and delivered 577 development stories totaling 1,508 story points. This sustained delivery pace ensured the finance platform remained responsive, resilient, and continuously improved.

664 Hours of Manual Effort Eliminated Through Six Value-Add Initiatives

Six targeted value-add initiatives eliminated approximately 664 hours of manual effort, translating to direct savings of around \$29,000. These improvements reduced friction, minimized human error, and allowed finance professionals to focus on higher-value activities.

A Stable, Compliant, and Connected Finance Platform

The PeopleSoft environment is now stable, compliant, and future-ready. Regular PeopleSoft PUM upgrades and the PeopleSoft 9.2 upgrade ensure the system remains current and secure. Regulatory compliance is maintained in real time, and banking operations are faster and more reliable thanks to performance tuning and SWIFT onboarding.



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A Thriving Five-Year Partnership Still Delivering Strong Results

Where Things Stand Today

Five years into the engagement, Hexaware continues to provide expert PeopleSoft AMS, managing approximately 9,000 tickets annually and delivering 70–80 story points per sprint. The finance system remains responsive and resilient, supporting users across three continents.

Continuous Upgrades Keeping the Platform Current and Secure

Annual PeopleSoft PUM upgrades and the recent PeopleTools 8.62 update keep the platform on the cutting edge. Proactive monitoring, regular health checks, and structured change management ensure minimal disruption and high user confidence.

Global Compliance and Support That Never Sleeps

Hexaware's 24/5 offshore support model delivers seamless PeopleSoft support services across the US, Europe, and Asia-Pacific. Integrations with Appian and Brightflag continue to enhance financial workflows, while compliance with evolving regulations remains a top priority.

A Partnership Built for the Long Term

What began as a high-pressure vendor transition has evolved into a strategic technology partnership. Hexaware is not just maintaining the system—they are actively building a smarter, more capable, and more compliant finance platform. As the client's global investment operations grow, they do so with the confidence that their PeopleSoft Financials support is in expert hands, ready for whatever comes next.



Talk to Our Experts

Want to leverage Hexaware's PeopleSoft Financials support to achieve operational excellence and regulatory compliance for the future?

Contact us at **marketing@hexaware.com** today!

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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