

## Stories of Digital Transformation

### Summary

The client is one of the largest mortgage companies in the United States, with over 7,000 employees. Drivestream completely transformed their HR and Financial system infrastructure, enabling them to standardize their internal systems across multiple countries (U.S. Uruguay, India, Philippines), while significantly reducing their IT footprint and infrastructure costs.

### About

The client is a market-leading residential and commercial mortgage servicing and loan origination services company. With a diverse, transnational employee base and over a million journals transacted each month, they continually deal with complex, country-specific HR/compensation requirements and process high-volumes of data.

### Challenges

- Diverse employee base spread across the US, Uruguay, India, and the Philippines
- Complex, country-specific HR and compensation policies
- Huge amounts of data being processed -1 million journals transacted and 200 new employees hired/month
- Nearly 1000 HR transactions/month including promotions, transfers, and manager changes

### Benefits Achieved

- Self-service capabilities for all employees with access to information, queries, and hierarchies
- Innovative use of Fusion Ledger to perform multi-calendar, multi-ledger, multi-currency financial consolidation across countries
- Conversion of over 20 million journals
- Standardization of financial processes and reporting across countries
- Fully digitized expense reporting, approvals, and payment processes
- Accuracy ensured with over 700 test case scenarios during UAT

### Results

- Implemented and deployed self-service capabilities for over 12,000 global employees
- Converted 20 million journal entries
- Achieved significant reductions in overhead costs and processing time through increased automation in the Cloud

#### Products:

ERP Cloud  
HCM Cloud  
Procurement Cloud  
PBCS  
TEE Cloud

#### Legacy Platform:

Microsoft Dynamics