Look Book

Joint Customer Success: Oracle Human Capital Management (HCM) Cloud and IBM

ORACLE®

Introduction

Learn how companies are driving digital transformation with Oracle HCM Cloud: a solution that is built for the future and has the broadest and deepest HCM functionality in the market. Organizations using Oracle HCM Cloud benefit in the following ways:

- Business Agility - Align people strategy to support evolving business strategy
- Superior Employee Experience - Leverage technology to provide an enjoyable, flexible, and intelligent experience
- Relentless Focus on Innovation - Implement modern technologies including artificial intelligence (AI), machine learning (ML), and digital assistants

Since 1986, Oracle and IBM have been providing customers with joint solutions, combining Oracle's technology and application software with IBM's complementary services. IBM has extended the relationship to help move customers to the cloud, with services solutions built upon Oracle's SaaS, PaaS, and IaaS offerings. IBM® Services, a platinum and cloud elite member of Oracle PartnerNetwork (OPN), has over 15,000 Oracle skilled resources, 10 global delivery and client innovation centers, 6,000 Oracle certifications, numerous Oracle specializations, approval in Oracle's Cloud Excellence Implementer program, and has won numerous awards and accolades for Oracle. IBM® Services provides a range of services and solutions for Oracle HCM customers including a Cloud Impact Assessment for HCM, Oracle Cloud global roll-out approach and an Oracle Cloud migration toolkit designed to help speed your return on investment.

IBM® Services is also equipped to provide Oracle clients with innovative solutions for their Oracle products including advanced analytics, blockchain, cognitive capabilities, watson, internet of things (IoT), mobile offerings, and more. IBM® Services can leverage its broader solutions, investments, and resources to deliver unparalleled capabilities to clients.

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Akamai

Increasing Efficiency with a Super-Streamlined Back-Office and Self-Service HR System

⚠ PROBLEM

Akamai provides content delivery services, helping to make the internet fast, reliable and secure. First incorporated in 1998, the company's 2015 revenue reached USD 2.2 billion. With operations in more than 120 countries, Akamai employs over 6,000 people, from the corporate office in Cambridge, Massachusetts to shared services in Poland and India. As Akamai grew, the volume of work soared. Akamai engaged IBM® Services to help transform its Oracle environment. The solution enables faster, more-granular insight into sales, products, customers and markets across Akamai's global enterprise in a way – and at a pace – not possible before.

📋 REQUIREMENTS

- Updated solution to help address exponential growth that can scale for release of new products and offerings in new international markets without stopping the flow of the current business

- Modernize and update the financial system which was critical for management and shareholder reporting, and for managing employee compensation

- Re-design of business and technical processes and systems to support the company over the next ten years or more

✅ SOLUTION

- Oracle Human Capital Management Cloud
- Oracle Talent Management Cloud
- Oracle E-Business Suite Release 12

🏅 RESULTS

- **Accelerates** financial **reporting and month-end close**
- **Boosts** employee **productivity** by significantly **reducing manual data analysis**
- **Enables personnel** to complete many HR tasks on a **self-service** basis

> " We established the global nature of the project, and IBM was able to put in place the necessary structure with dedicated resources. IBM insisted that we do the right thing from the very beginning of the project, which helped Akamai build out a framework for success to ensure that the Oracle solutions will support the next phase in our growth. "
>
> – **Kate Prouty, Senior Director of Corporate Systems, Akamai**

▶ **Read and watch success story** - http://ibm.biz/akamaicasestudy
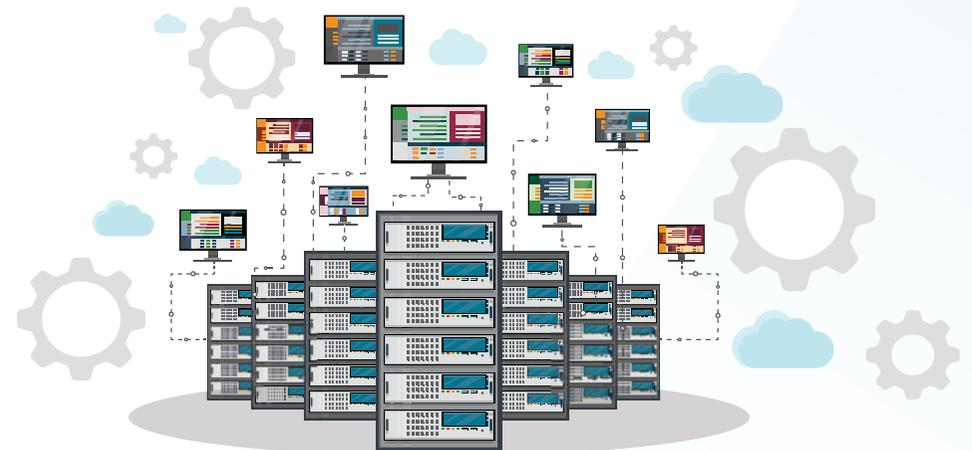
Ashurst

Transforming the HR Function to Support Business Growth with Human Capital Management in the Cloud

⚠ PROBLEM

Ashurst, a leading international law firm advising corporates, financial institutions and governments. Worked with IBM® Services to build standardized, integrated approaches to human capital management in the Oracle Cloud – creating a trusted platform for accurate analytics to support the company's long-term growth objectives. After Ashurst almost doubled in size following a major merger, the Ashurst HR function aimed to transform its operations to support the ongoing strategic growth objectives.

📋 REQUIREMENTS

- Create a centralized, integrated approach to human capital management in a cloud environment that creates synergy between HR and the business
- Reduce the manual effort and cost required to manage talent across 28 offices in 16 countries
- Ensure global consistency of definitions of human capital management metrics
- Effective HR system that can facilitate the demands of a highly competitive market for both compensation and talent retention

✅ SOLUTION

- Oracle Human Capital Management (HCM) Cloud

🏅 RESULTS

- **>3,000 employees** united on a truly global **human capital management platform**
- **Single source of truth** for reporting enables HR **to identify and drive operational efficiencies**

- **Builds HR** capability to deliver processes that support **long-term strategic objectives**

> " The aim of our work with IBM Services and Oracle is simple: to provide a cutting edge, cost-effective and low maintenance system that allows HR to focus on its strategic, value-added activities.
>
> **– Claire Townshend, Head of HR, EMEA and US, Ashurst**

▶ **Read success story -** http://ibm.biz/ashurstcasestudy

Co-operative Group Limited

Simplified HR Processes Lead to Happier Colleagues, and to Better Customer and Member Service

⚠ PROBLEM

The Co-op is on a journey to empower its colleagues to serve its members and customers better. Part of the transformation is to standardize and create easier HR processes based on Oracle HCM Cloud solutions, implemented by IBM® Services.

REQUIREMENTS

- Streamline operations and reduce costs
- Consolidate inconsistent and duplicated systems and processes caused by multiple acquisitions
- Unify and "rebuild" the business

✔ SOLUTION

- Oracle Human Capital Management (HCM) Cloud
- Oracle Talent Management Cloud

🎖 RESULTS

- Standardized company-wide HR processes which will make it easier for teams to manage issues
- Frees up valuable time for colleagues to spend with customers and members
- Cuts costs with streamlined processes and by refocusing the HR operating model
- **Payroll** processed for over **90,000 users**
- **40% reduction** in payrolls and **50% reduction** in pay codes
- **76% reduction** in compensation cycle run time
- **28% reduction** in HR **operating costs**

- **100% customizations removed**
- Executive talent review process reduced from **6 months down to 2 months**
- Online pay slips **increased from 30% to 50%**

> "
> The combination of Oracle HCM Cloud and IBM Global Business Services contributes directly to our ongoing recovery and growth.
>
> – **Ioannis Boutaris, HR Technology Manager,**
>   **Co-operative Group Limited**

Read success story - http://ibm.biz/coopcasestudy

Pearson

Transforms Global Recruitment Across 65 Countries, Improves Analysis, and Reduces Costs with Standardized Cloud Service

⚠ PROBLEM

Pearson is the world's learning company, with expertise in educational courseware and assessment, and a range of teaching and learning services powered by technology. Pearson's mission is to help people make progress through access to better learning and believes that learning opens up opportunities, creating fulfilling careers and better lives. Pearson partnered with IBM® Services to transform their global recruitment process with Oracle Recruiting Cloud Service across 65 countries – improving analysis and reducing costs.

REQUIREMENTS

- Improve talent acquisition efficiency and effectiveness throughout the organization, remove duplication and system integration, and lower costs with cloud services
- Develop existing talent base across global organization by improving internal recruitment processes
- Simplify processes for recruitment of high-volume seasonal workers
- Improve reporting and analysis throughout the recruitment process

SOLUTION

- Oracle Human Capital Management (HCM) Cloud
- Oracle Recruiting Cloud Service
- Oracle Talent Management Cloud

RESULTS

- **Improved, standardized, and increased** recruitment capabilities
- **Enhanced visibility** of all job roles for internal candidates, enabling employees to search easily for roles anywhere in the world, helping to **grow and develop**

existing talent base by recruiting internally where possible

- **Improved reporting and analysis** to understand cost and time-to-recruit, and to make **informed decisions** about which job boards or advertising channels attracted the right people

> "
> With Oracle Recruiting Cloud Service we now have a standardized global recruitment process, with strong reporting and analysis capabilities, enabling us to reduce costs while attracting the best candidates from the global talent pool as our organization transforms.
> "
>
> – **Caroline Smith, Senior Vice President, Human Resources Operations, Pearson Plc**

▶ **Read and watch success story -** http://ibm.biz/pearsoncasestudy

Southern California Permanente Medical Group
Brings Recruitment Back to Glowing Health with IBM and Oracle

⚠ PROBLEM

The Southern California Permanente Medical Group (SCPMG) is a for-profit organization of more than 8,000 doctors who serve the 4.2 million members of Kaiser Permanente's Southern California regional health care network, offering general practice and specialist care services. In total, SCPMG employs 69,000 people, operates 14 hospitals and 217 medical offices, and has more than 60 years of experience in delivering high-quality and innovative care. After a boom in membership triggered a massive recruitment drive, SCPMG set out to ramp up the efficiency of its talent-acquisition efforts. SCPMG transformed its recruitment by replacing manual work with a robust Oracle Cloud solution deployed by IBM, helping recruiters and hiring leaders focus on finding the right person to fill each post.

📋 REQUIREMENTS

- Needed a system that can facilitate a massive recruitment effort (increase employees by 80%)
- Ability to track over 4,000 annual applicants
- Standardized recruiting process

✅ SOLUTION

- Oracle Talent Management Cloud

🎖 RESULTS

- **60% more** candidates submit their own information through the Oracle solution
- **3** temporary staff are no longer required for data entry, **unlocking major cost savings**
- **80% rise** in year-on-year physician **hires** thanks to higher recruiter productivity

"

The Oracle solution implemented by IBM has enabled us to transform our approach to talent acquisition.

– Rita Essaian, Executive Administrator, SCPMG

Read success story - http://ibm.biz/scpmgcasestudy
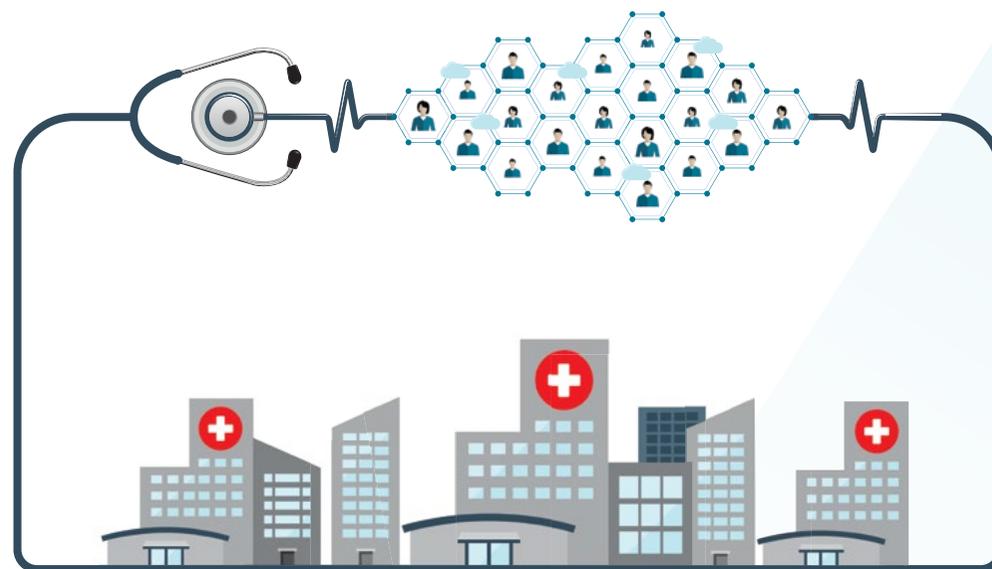
Standard Life

Investing in Talent for a Strong Future with Oracle Human Capital Management (HCM) Cloud

⚠ PROBLEM

Standard Life Aberdeen (formerly Standard Life) is an investment company, headquartered in Edinburgh, with operations across the globe. The company has £670 billion under management making it Europe's second largest fund manager. It has offices in 50 cities providing services to clients in 80 countries and employs 1,000 investment professionals. In March 2017, Standard Life reached an agreement to merge with the investment company Aberdeen Asset Management and was renamed Standard Life Aberdeen. The financial market is a highly competitive area and it became clear that Standard Life needed to revamp its approach to human capital management.

REQUIREMENTS

- Identify, develop and retain talent across its global operations
- Enable meaningful comparisons of employee performance
- Integrated talent management and compensation solution

SOLUTION

- Oracle Human Capital Management (HCM) Cloud
- Oracle Talent Management Cloud

RESULTS

- Aligned **performance, reward and talent** management processes
- **Integrated view of the workforce** across the company
- Established a **direct link between performance and reward** to encourage productivity
- Addressed **employee retention risks** and encouraged development

> "
> We chose IBM Global Business Services as our integration partner because we were impressed they were able to demonstrate they have deep knowledge of our industry, and the strength of their strategic alliance with Oracle. "
>
> – **Steve Finlayson, Head of Business Solutions, People Function, Standard Life**

Read success story - http://ibm.biz/standardlifecasestudy
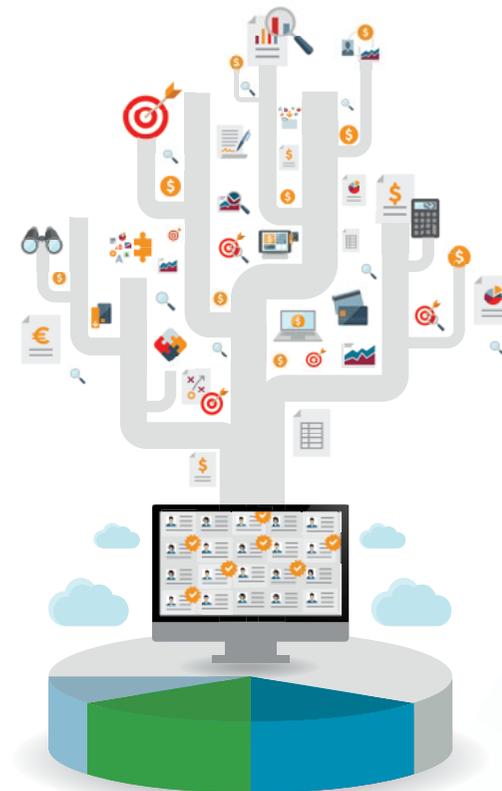
XL Catlin

Improves Insight with Oracle HCM Cloud

⚠ PROBLEM

XL Catlin (now AXA XL) was using a highly customized and outdated PeopleSoft on-premises solution. XL Catlin partnered with IBM® Services to move their HR system to Oracle Human Capital Management (HCM) Cloud to improve insight and support a performance-driven culture for its 7,000 employees across 30 countries.

📋 REQUIREMENTS

- Create a flexible and scalable HR system that is cloud-based
- Re-define HR business processes to improve integration and consistency globally

☑ SOLUTION

- Oracle Human Capital Management (HCM) Cloud

🏅 RESULTS

- Well-defined **process map in a cloud-based solution**
- **Integrated** HR processes into one system
- **Streamlined** HR processes and data across 30 countries
- Created **consistent HR processes and functions**
- **Reduced** the **number of customizations** and manual work

> "
> XL Catlin is a global performance driven culture. It is important to us that we have consistencies across the organization globally – starting through the whole performance and compensation cycle. With the cloud tool, we've been able to integrate those and replicate a process consistent across the world.
>
> **– Eric Goff, Senior VP Total Rewards and Service Delivery, XL Catlin**

Watch success story - http://ibm.biz/xlcatlincasestudy

ORACLE CORPORATION

Worldwide Headquarters
500 Oracle Parkway, Redwood Shores, CA 94065, USA

Worldwide Inquiries
TELE + 1.650.506.7000 + 1.800.ORACLE1
FAX + 1.650.506.7200
oracle.com

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Integrated Cloud Applications & Platform Services

Oracle is committed to developing practices and products that help protect the environment

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