

ORACLE

# Oracle Cloud HCM for Financial Services

Invest in your people for the future of banking



# Introduction

As the financial services (FS) industry continues to respond to the pandemic, banks have an almost once in a lifetime opportunity to review how they operate and think about the future. While many FS companies are using digital operations for at least part of the business, the pandemic has lit a fire under banks to innovate faster and be more flexible—or risk revenue and market share.

Around the world, FS organizations are shifting to meet employee needs and deliver a better employee experience that ultimately impacts the customer experience. HR imperatives like an accelerated move to digital, lean bank workforce models, improving the employee experience, and security and compliance are nearly impossible without the right technology. With **Oracle Cloud HCM for Financial Services**, HR leaders have the tools they need to create a people strategy that helps the business and workforce pivot forward.



# Accelerated move to digital



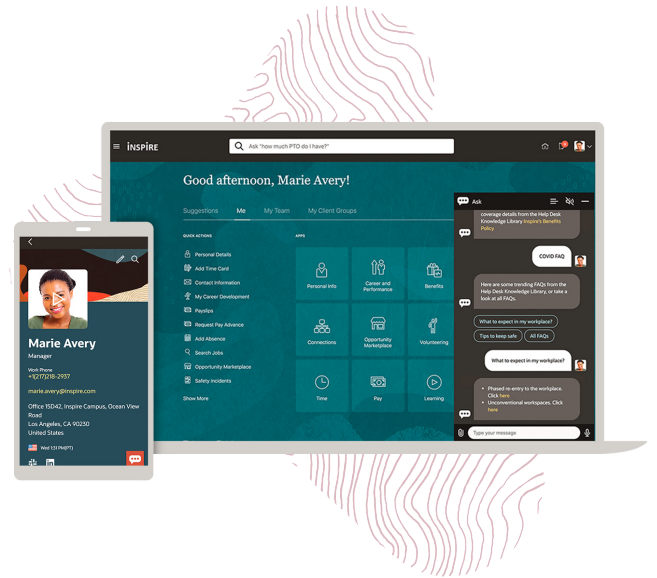
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The pandemic forced banks to accelerate their move to digital as branches closed and consumers embraced new ways of transacting. Banks must continue to respond to disruptions, such as FinTech competition, with innovation and a technology-first mindset, not only to win customers but to attract top talent. As banks transform for the future, HR must align talent management with digital banking plans so that employees and leadership are prepared to respond to changing business models.

Oracle Cloud HCM helps financial services companies accelerate the move to digital with flexible core HR, automated case support, AI-enabled recruiting tools, and advanced people analytics.

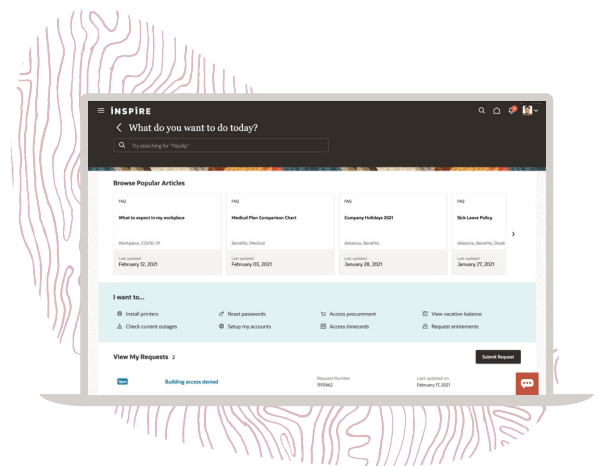
## Oracle Core HR

- Drive HR operational efficiency and support the entire employee lifecycle—full-time or contingent, from hire to retire—for more than 200 countries and jurisdictions.
- Manage HR with best practices built-in for each of your unique requirements using detailed rules and unique workflows for different types of workers, from the branch to the call center.
- Give your employees the digital tools they want with secure self-service and mobile-responsive options to manage personal data, PTO, payslips, and more.



## Oracle HR Help Desk

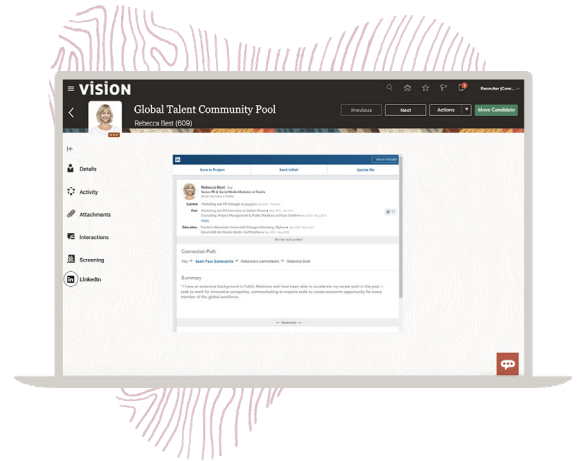
- Scale and automate case management to support employees with fewer resources as your bank becomes leaner.
- Identify and analyze trends to uncover opportunities for improvement, such as Covid-19 safety training for branches.
- Support FS employees with solutions that keep highly sensitive employee data private and secure within HR.





## Oracle Recruiting

- Win the war for tech talent with personalized career sites that showcase content millennials and Gen Z care about, like DE&I and sustainability programs.
- Use built-in AI to identify best-fit applicants for open opportunities, source recommended candidates for specific roles, and reduce time to hire with guided candidate experiences.
- Tap into a geographically expanded workforce now that more FS employees are remote, using native CRM campaigns, LinkedIn integration, and a fully mobile application process with no login required.



## Oracle Fusion HCM Analytics

- Analyze your FS workforce across the globe and quickly perform organizational health checks with over 150 pre-built customizable KPIs, such as span of control, gender ratio, compa-ratio, employee retention, promotions, and average years of service.
- Rely on accurate data you can trust for compliance and reporting in areas like SEC reports, GDPR, and more with information that is up-to-date and secure.
- Perform due diligence for M&As using advanced analytics, machine learning, and natural language processing that provide people data correlations and one-click forecasting.



# Lean bank workforce model

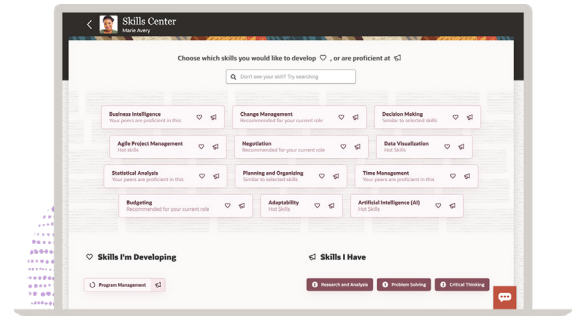
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To cut costs, banks have been closing branches and operating with a lean bank workforce model—a low-cost way to eliminate non-value-added activities. FS organizations are re-imagining bank locations and optimizing call centers to minimize costs and improve the customer experience. While FS has historically been conservative toward remote work, employee expectations and safety requirements changed that perspective in response to the pandemic. With a lean bank workforce model, employees will need to be enabled to work from home and upskilled to a universal banker role, while HR will need modern technology in place to support the transition.

Oracle Cloud HCM helps financial services companies support a lean bank workforce model by automatically analyzing your employees' evolving skill landscape and scaling personalized learning recommendations to fill skills gaps.

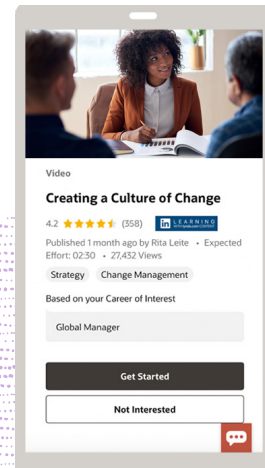
## Oracle Dynamic Skills

- Perform an inventory of existing skills and job data that is tailored to your unique financial institution and culture.
- Advise your FS business partners with AI-driven recommendations for role-based skills requirements and the candidates that meet them.
- Evolve your associates into a universal banker role with skill development initiatives such as cross-training on sales and customer support.



## Oracle Learning

- Personalize employee learning recommendations to use across branches and call-centers and modify based on criteria like role or country.
- Extend your catalog with LinkedIn Learning integration for a wide variety of courses like DE&I and leadership.
- Automate assignments based on the rules and needs of your financial institution and track completion for required compliance courses.



# Employee Experience

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Your associates need to provide a great experience to your customers, who are trusting you with their financial security. To better serve your customers, it's imperative to motivate and engage employees. Internal mobility and development are a crucial aspect of creating that great employee experience, especially as more banks hear employees feel there are limited opportunities for growth. In addition, financial services institutions need to be able to get employees the information they need to both do their jobs and live their lives no matter where they are.

Oracle Cloud HCM helps financial services companies improve their employee experience—with support and career development that are interactive and easy to navigate. Smoothly complete personalized, contextual, and guided HR workflows—accessible on any device. Gain visibility into potential growth opportunities and assignments using an internal marketplace that fosters internal mobility.



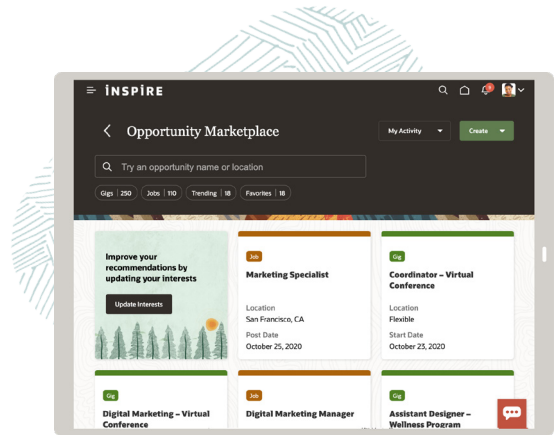
## Oracle Digital Assistant

- Exceed employees' expectations for a consumer-like experience when navigating HR processes with a self-service tool to perform over 35 HCM-specific transactions and handle cross-functional processes.
- Empower employees to ask questions in a digital assistant to get quick answers, find information, or upload pictures of receipts to easily submit expense reports.
- Serve your FS employees in their usual working environment with multi-channel integration through SMS, Slack, Microsoft Teams, and more.



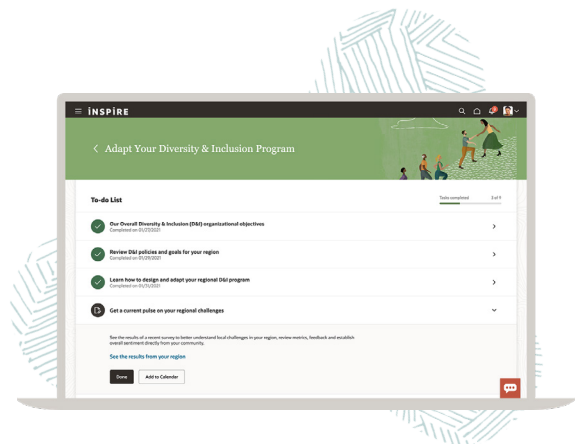
## Oracle Opportunity Marketplace

- Fill open roles from within your financial institution by sharing internal opportunities with the entire company, not just an informal network.
- Foster internal mobility and support career development by combining job postings and internal gigs short-term opportunities) in one marketplace.
- Bolster DE&I and sustainability programs by displaying volunteering options and ERG leadership opportunities.



## Oracle Journeys

- Deliver personalized recommendations, tailored by criteria like role or region, at scale to guide FS employees through personal and professional changes, such as remote onboarding or career development.
- Embed DE&I into your financial institution with pre-built journeys that deliver a series of activities, to-dos, or even reminders around a particular event, such as reducing bias during a hiring process.
- Design, edit, and assign journeys quickly and in compliance with internal standards, without the help of IT.



# Security and compliance



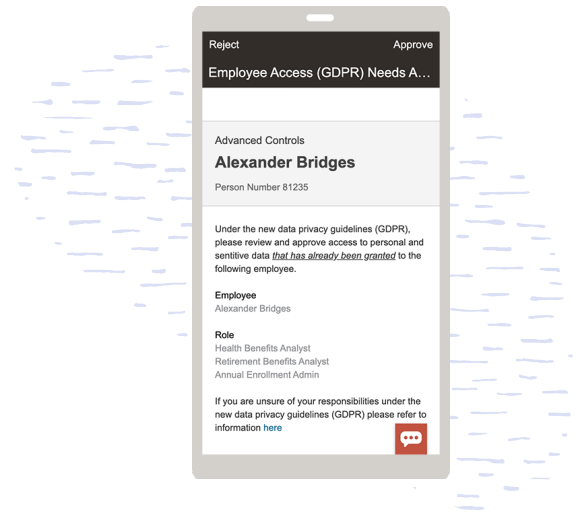
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The financial services industry is changing at an unprecedented pace. Outside factors such as remote work, the rise in data breaches, and partnerships with FinTech platforms have caused rapid additions to security and compliance rules. Data sovereignty issues have become a greater focus for regulatory officers, especially after the adoption of new privacy laws, such as the General Data Protection Regulation (**GDPR**) and the European Data Protection Board (**EDPB**). Oracle is the only HCM solution using its own built-in threat detection and security at the application, platform, and infrastructure layers.

Oracle Cloud HCM helps financial services companies ensure security and compliance with built-in risk management tools that protect sensitive information and manage security using AI.

## Oracle Advanced HCM Controls

- Automate data analyses and exception workflows needed to satisfy data privacy regulations (e.g. GDPR), end insider threats (e.g. payroll fraud), and address risks and compliance mandates.
- Meet regulatory requirements with visibility into roles and privileges using fine-grain Segregation of Duties (SOD) analysis.
- Secure collaboration with auditors by granting limited self-service access to external auditors and consultants for testing and analysis. Avoid sharing large data extracts that contain sensitive user and financial data.
- Perform sophisticated data operations using a visual algorithm workbench, an intuitive tool for designing new audit analyses.



## EURA Cloud Services for Oracle Fusion Applications (EMEA only)

- **Oracle European Union Restricted Access (EURA)** Cloud Service for Oracle Fusion Applications is an advanced security solution designed to address the data sovereignty and privacy concerns of our EU customers by ensuring that all customer service instances, customer data, and diagnostic data reside in EU data centers only.

Oracle has decades of experience securing data and applications and is trusted by FS companies around the world. One unified cloud for HR, finance, supply chain, and customer experience help give a single view of the business enabling compliance, faster planning, and reduced costs.

As financial service institutions continue to adapt operating models and shift to meet employee needs the focus remains on HR imperatives like an accelerated move to digital, lean bank workforce models, improving the employee experience, and security and compliance. Now, financial services HR teams can be the center of innovation with the freedom to tailor their own solutions using Oracle Cloud HCM to support all employee types, anywhere around the globe.

# Work Made Human

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We believe in helping HR unlock human possibilities by building cloud applications that let you find and attract the best talent while helping your workforce feel safe and supported. With Oracle Cloud HCM, you gain an employee experience platform that drives your recruiting, internal mobility, and D&I initiatives with the insights and tools to reduce time to hire and help grow and retain talent. We are here as your partner as you rethink recruiting and look forward to helping you with your talent acquisition technology needs.

**To learn more about Oracle Cloud HCM, visit**  
[www.oracle.com/industries/financial-services/hcm/](http://www.oracle.com/industries/financial-services/hcm/)



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