

ORACLE

Oracle Solutions for Human Resources

A complete cloud suite for people-led business growth





Introduction

CHROs are facing growing pressure from the C-suite and employees, so it's critical to identify the challenges facing HR teams to develop strategies to support them. Using AI to gain HR insights, identifying gaps between business goals and talent, focusing on the employee experience, protecting data to earn employee trust, and concentrating on the right HR KPIs to measure these efforts are musts for all organizations.

The HR organizations that succeed will be those that can rally their people around a shared vision of business success while embracing the new, agile ways of working that people have come to expect—and that the moment demands.

To achieve this vision, CHROs must understand employee data in new ways, show their people the connection between employee and business success, track and unlock skills across the organization, and use AI to support employees to cultivate a resilient and productive workforce that drives results. Having business strategies in place that focus on employee success while aligning with business growth will help CHROs navigate changing workforce and market dynamics. It goes without saying that with change come challenges, and here are the five biggest challenges for CHROs.

Bridging the gaps for HR change

As an HR professional, you've likely experienced a roller-coaster ride of changes in recruiting, hiring, onboarding, developing, retaining, and offboarding your workforce. Beyond process changes, there have also been changes in how organizations pay their people and in the makeup of the workforce itself: Worker locations have changed along with office requirements, remote job opportunities, digital communities, and increased employee expectations. HR must lead the entire organization toward putting its people first and use data to measure employee success and how it directly correlates with the success of the business.

Understanding workforce and organizational challenges and solutions involves collaboration across the entire business. Having industry-leading applications that quickly automate tasks and securely and seamlessly connect business operations on cloud infrastructure—designed for the unique challenges CHROs face—improves how work and business get done. Oracle Fusion Cloud Applications and Oracle Cloud Infrastructure help HR leaders measure and connect employee success with business growth while addressing these five key HR challenges—and the ones to come.



5 key challenges for HR

- 1 Defining and practicing organizational agility**

Building a workforce that is innovative and agile and adapts to change in a dynamic and competitive market requires flexibility and information. The inability to work cross-functionally hinders an organization's ability to quickly make informed decisions and manage complex problems.
- 2 Creating exceptional employee experiences**

Employee expectations are changing, and demands are increasing. It's critical to provide the right communications, interactions, and guidance at the right time to support employees at every stage of their employee journey.
- 3 Leading by putting people first**

Employees who feel stagnant in their careers, isolated, undervalued, and purposeless in the organization lack motivation, and their performance suffers. A decrease in workforce performance causes a drop in productivity and customer satisfaction, leaving businesses unable to reach their goals.
- 4 Building a reskilling and upskilling strategy for growth**

Talent shortages are everywhere, and upskilling has become increasingly important for individuals and organizations looking to grow. Finding skilled workers quickly—especially with the increase in workers leaving traditional jobs and working in the gig economy—is challenging for HR professionals.
- 5 Understanding and designing a fluid workforce**

To support business growth, organizations must look for new ways to build their workforce. Rigidity around managing talent causes a loss of productivity and an inability to meet business goals.

One complete cloud suite that delivers the solutions you need

Oracle gives HR teams the power to tackle these 5 challenges, and manage and develop their workforce to align with business goals—and redefine the customer and employee experience—with an integrated suite of [cloud applications](#) and [Oracle Cloud Infrastructure](#) (OCI).

Our applications span every area of the business, including [human capital management](#) (HCM), [enterprise resource planning](#) (ERP), [enterprise performance management](#) (EPM), [customer experience](#) (CX), [supply chain management](#) (SCM), and [analytics](#).



Enable organizational agility and empowerment

To adapt to ongoing change, companies must be capable of planning for and supporting different work models, policy shifts, and staffing requirements. This can be increasingly challenging, however, when you lack the right tools or work with standalone, complex systems.

With [Oracle Fusion Cloud Applications](#), HR leaders are quickly reacting to change by leveraging one unified, complete, and secure solution that provides them with a comprehensive view of the business, enhances cross-departmental collaboration, and delivers greater operational efficiency across workforce processes.



“Using Fusion HCM Analytics will allow us to address several key areas...Insight as it relates to diversity and inclusion, recruitment, and retention, along with the safety of our employees, is all streamlined using HCM Analytics.”

Erik Smit

Global Director, Total Rewards, Stolt-Nielsen

55%

faster benefits
administration
processes

56%

faster payroll
processes

60%

of enterprise-wide
customizations
eliminated

With Oracle Fusion Cloud Applications, you can

- Gain [enterprise-wide visibility](#) for real-time, reliable insights that enable collaboration and quick decision-making
- Leverage intelligent, automated people processes to streamline PTO requests, workflow approvals, and payroll operations
- Improve employee productivity by tailoring the [user-experience to your unique business needs and processes](#)
- Establish [greater workforce control and embed risk management best practices](#) to protect sensitive employee information



Elevate the employee experience to improve retention and morale

Employees expect experiences that support their growth, well-being, and work-life balance. When employees feel unsupported and misaligned with their employers, productivity and creativity are hampered and retention suffers.

With [Oracle Fusion Cloud Applications](#), organizations can deeply understand the needs of their employees and deliver experiences that enhance their engagement, efficiency, and confidence, making them feel like a valued part of the company and improving their success.



“Investing in Oracle Cloud HCM continues to help our firm deliver an experience that’s more personal, agile, and proactive.”

Enzo Santilli
Chief Transformation Officer, Grant Thornton

15%
enhanced employee
engagement

48%
improvement in
new-hire retention

With Oracle Fusion Cloud Applications, you can

- Help employees feel heard through a [dedicated listening and action channel](#)
- Provide your workforce with [quick answers to questions and easy-to-find HR resources](#)
- Deliver [personalized workforce guidance](#) to teams that simplifies task completion
- Empower employees with a [single, consumer-like experience](#) that’s consistent across different applications and devices

Cultivate people-first leadership for highly engaged teams

Management is expected to support their team members' career journeys, but many leaders are lacking the skills, knowledge, and technology needed to meet their employees' ever-shifting expectations.

With [Oracle Fusion Cloud Applications](#), HR leaders are finding it easier to empower managers through tools that support workforce transparency, communication, recognition, and growth, helping them build better relationships with their employees and unlock their potential.



“We’re extending the dashboards Oracle supplies to give our business leaders the data they need to make appropriate decisions. Are we promoting the right people? Are we paying them the right amount? Are we balanced in terms of diversity and inclusion?”

Mark Johnson

Director of Human Capital Management Technology,
Equity Residential

32%

average improvement
in productivity

With Oracle Fusion Cloud Applications, you can

- Understand the needs of employees on an individual level and recognize their achievements to boost retention
- [Identify future leaders](#) with visibility into skills, competencies, and costs across the workforce
- Drive [reskilling and upskilling](#) initiatives across your teams
- [Create communications](#) that shape your organizational culture and drive employee behaviors



Upskill and reskill your workforce for growth

Business growth is dependent on having the right skills, but leaders are struggling to quickly understand, make use of, and develop the skills available across their workforce.

With [Oracle Fusion Cloud Applications](#), organizations can transition to a skills-based workforce model, providing them with deep visibility into the skills of their workforce and allowing them to create engaging learning experiences that help workers take charge of their growth.



“With Oracle Cloud HCM, we have consolidated HR data in a single system for the entire group, which gives us a clear view of our talent base anytime and anywhere.”

Charlotte Roure

Talent Management Director, SOMFY Group

84%

reduction in cycle-times for compensation and talent management processes

18%

improvement in recruiting efficiency

22%

faster onboarding processes

With Oracle Fusion Cloud Applications, you can

- Empower employees to better [understand their skills and track their development progress](#)
- Deliver [learning recommendations](#) to workers in line with their career aspirations
- Manage and monitor [employee performance and goal progression](#)
- Create a centralized place for employees to [grow their skills and discover new opportunities](#)

Recruit top talent to build a fluid workforce

Today's competitive hiring landscape requires a flexible, adaptable workforce that can expand and contract and allows managers to move workers to new roles as organizational needs shift. However, many organizations lack the ability to find and hire the various types of workers with the skills they need to drive business success.

With [Oracle Fusion Cloud Applications](#), hiring teams can attract, engage, and recruit the best talent available, both internally and externally, through differentiated candidate experiences, native campaigns, AI-powered automation, and deep insight into the skills of their workforce and their progress toward hiring-related goals.



“With Oracle Recruiting, we have improved recruitment efficiency globally while significantly enhancing the candidate experience.”

Tim De Kezel
Analyst HR Applications, OneHRIS, ArcelorMittal

With Oracle Fusion Cloud Applications, you can

- Attract and engage more talent through [hiring events, embedded candidate relationship management \(CRM\) tools, and personalized candidate experiences](#)
- Drive internal mobility with deep visibilities into the skills and aspirations of employees and a tailored internal job portal
- Hire at scale with [AI-powered capabilities for job creation and candidate recommendations, two-way messaging, and end-to-end automation](#)
- Improve new-hire productivity using a [guided onboarding process and insights into onboarding effectiveness](#)

Oracle Customer Success: Marriott

Every day, Marriott depends on associates at nearly 8,600 hotel properties to create memorable experiences for its guests. To deliver on that goal, the company must develop leaders in every role throughout the company, from housekeeper to general manager to executive. That meant the hospitality company needed better tools to help associates grow and thrive, and it needed a global foundation of human resources data to effectively manage its workforce.

Marriott also recognized that the workforce's expectations were changing, and that people increasingly look for flexibility—in how they're scheduled, the career opportunities they can tap into, or how they receive compensation and benefits. The company wanted a simple, intuitive, and secure HR platform to deliver the flexibility and choice associates expect.



“We’re essentially like a three-legged stool—it’s Oracle, Marriott, and Accenture all working together and learning together.”

Karen Nelson

Senior Vice President, Marriott Global Human Resources



Why Marriott chose Oracle

Marriott has a long-term partnership with Oracle that encompasses both financial and recruiting functions. Marriott chose Oracle Fusion Cloud Human Capital Management (HCM) because it provided the company with a secure foundation to capture global human resources data. Marriott recognized that Oracle Cloud HCM would help the company efficiently remain compliant with HR data requirements across the globe. Through capabilities such as mobile access to HCM and dashboards via Oracle Analytics Cloud, the hospitality company valued the platform's accessibility, which helped it improve associate engagement, drive better talent mobility, and grow its data analytics capability.

Marriott also worked with Accenture, a trusted partner, to develop its transformation strategy and implement a global HR platform that is one of the largest Oracle Cloud HCM deployments. The Marriott team continues to work with Accenture and Oracle Customer Success Services to capitalize on new innovations being developed.



Results

Marriott standardized key HR operations using best practices built into Oracle Cloud HCM. It gained a platform that helps the company securely host its global HR data about its associates and, with Oracle Analytics Cloud, built dashboards that gave business leaders access to the information they needed. This foundation instilled confidence that the company is well-prepared to address the evolving workforce landscape, including rising associate expectations, evolving regulatory requirements, and the ever-changing information needs of business leaders.

In terms of serving associates, Oracle Cloud HCM helped the HR team drive greater talent mobility by knowing employees' interests and goals and which learning opportunities they needed to achieve them.

Marriott leaders feel they now provide an HR environment that gives associates easy access to information, with the same kind of intuitive ease-of-use that associates expect from consumer technology. In addition, Oracle Cloud HCM helped Marriott remain compliant in a dynamic regulatory environment, including in the fast-changing area of pay transparency.



Partners

[Accenture](#), [Oracle Customer Success Services](#), and [Marriott International](#) worked collaboratively on different aspects of the HR transformation. Accenture focused on the technology enablement and implementation, while Oracle Customer Success Services provided ongoing support and strategic guidance to maximize value from the system.



What success looks like for HR

- Automated processes give HR visibility for cross-enterprise decision-making without the complexity caused by unreliable integrations.
- Tools are in place for timely communications, simplified onboarding, personalized support and development, and performance measurement.
- A culture of transparency, togetherness, growth, and balance is nurtured, one where leaders put people first using tools to listen to their employees.
- A collaborative, connected workforce gives managers the insights they need to match tasks with employees with the desired skills.
- Business needs are met quickly and easily with flexible types of workers, ensuring a diverse talent pool and making it simple to reassign existing workers.

Why choose Oracle for HR

Oracle provides a complete cloud solution that connects **every human resources process**—and **every person**—across your enterprise.

- One natively designed, comprehensive suite for your business
- One user experience, accessible where and how employees work
- One scalable technology platform using a single data and security model
- One source of truth for data for a complete understanding of HR, finance, sales, and beyond
- One complete [employee experience platform](#), providing seamless interactions and tailored communications to build authentic connections



Move your HR organization forward

Leaders know that employee success drives business success. By focusing on five critical areas that impact performance across the organization, and choosing the right technology, CHROs are positioned to lead their company through challenging talent and economic dynamics. With Oracle Fusion Cloud Applications and Oracle Cloud Infrastructure, HR leaders can provide employees with tools for success and measure and connect employee growth and business growth. [Schedule an Oracle Cloud demo today.](#)

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