ORACLE

Oracle Human Resources Solution Overview

HR organizations are now at the forefront, making decisions about organizational change and the workforce as companies and institutions in every industry pivot forward. And with five generations readjusting together, facing unprecedented levels of stress and burnout, it's up to you to deliver new ways to achieve productivity, balance, and a sense of purpose for your employees. This expanded focus and alignment with business strategy presents an opportunity for HR leaders to impact outcomes. However, to gain the agility needed to act quickly and decisively requires flexible business processes and a single source of truth for HR data.

Our complete human capital management (HCM) solution in the cloud is an intelligent, personalized way to adapt faster. At the core of our HCM solution is Oracle Human Resources. This innovative family of product capabilities uses AI and machine learning to help you plan, manage, and optimize HR practices for a global and diverse workforce all in a single system. It also provides the broadest and deepest set of cloud HR capabilities on the market. With Oracle HR, you can simplify complex union and industry requirements, handle legislative rules, and mitigate risk with more effective ways to manage and understand your workforce. You also get access to a broad set of workflows from Oracle Core Human Resources to benefits and workforce modeling that give you the tools and insights you need to elevate the employee experience and boost productivity.

We've incorporated AI and ML everywhere in Oracle Cloud HCM—and the rest of Oracle applications as part of our design ethos—to provide you with smart recommendations and predictions.

Oracle Human Resources Modules

Oracle Core Human Resources →
Cloud HCM foundation to onboard, engage, and manage global workers

Oracle Connections →
An interactive, social directory that pairs your org chart with personal profiles

Oracle Experience Design Studio →
Best practice business processes make it easy for HR to tailor the HCM user experience without IT

Oracle HR Help Desk →
Smart, private HR case management and knowledge base; owned by HR

Oracle Digital Assistant →
AI-powered bot that helps with 35+ HR transactions and common questions

Oracle Work Life →
Volunteering, wellness, and personal brand opportunities bring people together

Oracle Benefits →
Self-service benefits site, flexible tools, and easy rate and coverage calculations

Oracle Workforce Modeling and Predictions →
Workforce plans, attrition risk, and team performance tools

Oracle Strategic Workforce Planning →
What-if modeling, scenario planning, and a clear picture of skills for long-term success

Oracle Advanced HCM Controls →
Built-in risk management tools that protect sensitive information and manage security using AI

Oracle Journeys →
Pre-defined employee experiences, for example, onboarding or career development, where a string of tasks triggers a specific event or is available ad hoc in the digital assistant

Work smarter with Core HR

Oracle Core Human Resources

Your business expects HR to boost workforce productivity while also improving operational excellence—a tall order without the right technology at the heart of your HCM application. Oracle Core HR gives you a smart, personalized way to onboard, engage, and manage your employees.

Unlike other HCM solutions, you can manage complete global, local, and industry HR with detailed rules and unique workflows for different types of workers. These best practice business processes empower your HR team to support compliance requirements in over 200 countries and jurisdictions and provide added features to support eligible jobs, contracts, and the expansion of the automated salary progression process, which is valuable for rules specific to represented workers.

Oracle Core HR provides everything HR needs in one place—from the latest news to workforce dashboards. Each user starts from a familiar newsfeed-style design that changes depending on the access rights and roles. Every part of your HCM experience works on any device and even alerts you of essential workflows or notifications via text message. You decide on the information that's important to you. Plus, AI drives suggestions throughout the solution, prompting you to complete activities or propose the next-best course of action.

Here are just some of the ways Oracle Core HR helps your organization:

- Search quickly and easily for what you need or ask the Oracle Digital Assistant
- Gain immediate workforce insights, such as headcount, and deploy standard HR processes globally out of the box

- Track employees with a single person record that supports simple and complex work relationships (e.g., contingent workers, multiple assignments, etc.)
- Flexibly and securely manage localized employee information, business processes, and legislative requirements across 200+ countries and territories
- Simplify management of unique industry, union, collective labor, and contract agreements
- Provide easy self-service options for employees and managers designed to work on any device
- Manage complex labor rules across your organization with collective agreements and seniority processing rules
- Enable position management and position control to give managers a complete picture of their organization
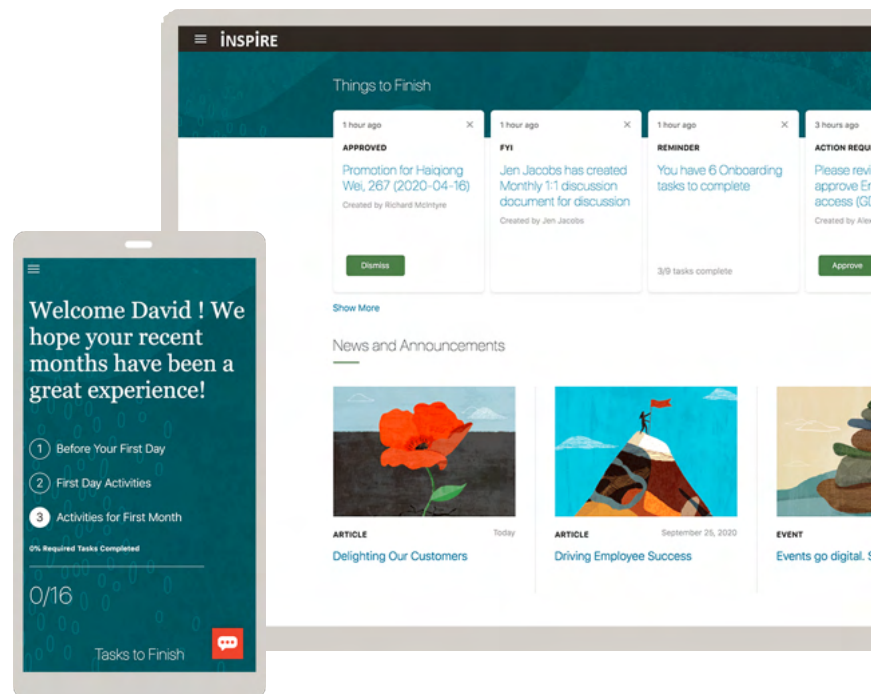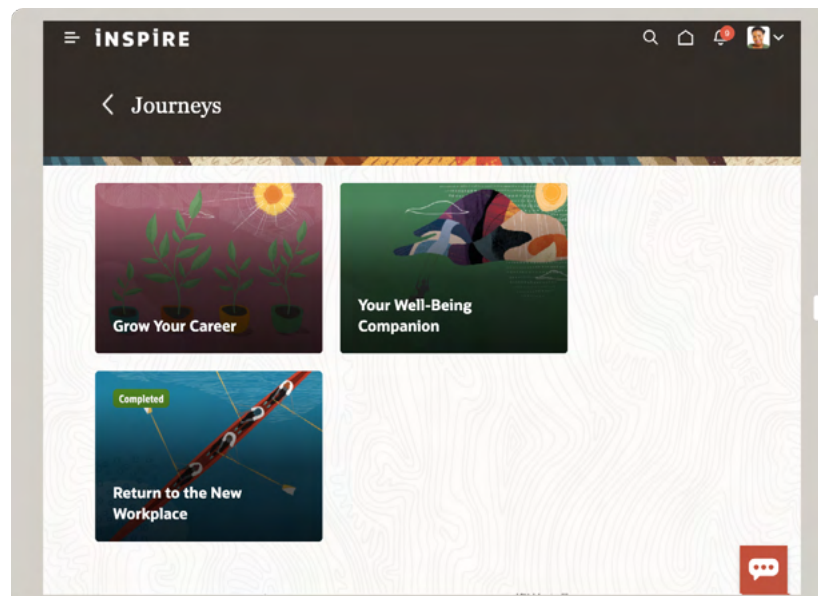
Create a stellar employee experience

Employees are under more stress than ever before, which means that their work experience directly impacts productivity, retention, and revenue. In fact, the value is so great that half of HR and business leaders in a recent study are looking to put a greater focus on the employee experience in 2020. As you look at making changes to your employee experience, Oracle provides HCM tools that can help.

Oracle Journeys

At Oracle, we believe organizations communicate and connect better with employees when they provide clear guidance during times of personal and professional change, such as having a baby or getting promoted. When you provide this guidance, it is easier for employees to navigate their careers and personal lives to find the information they need whenever, wherever, and however they choose. With Journeys, you can provide dozens of ways for employees to enter a pre-defined experience that matters—triggered by an event or initiated ad hoc via Oracle Digital Assistant. For example, suppose an employee reached a milestone where career development impacts their retention. In that case, they may enter a Journey where they are presented with a series of tasks to update skills, goals, find a mentor, and complete recommended learning.

Oracle Journeys can help you define many different experiences such as:

- Onboarding, re-boarding, and offboarding
- Employee milestones (e.g., number of years at the company or first-time manager)
- Social activities and relationship-building when someone moves to a new role or team
- Career growth and learning
- Life changes (e.g., just married, international move)

Create a stellar employee experience

Oracle Experience Design Studio

A powerful resource for HR to configure business processes themselves, Oracle Experience Design Studio lets you tailor the employee experience by making it easy to build workflows and processes using data validation, localization, and autocomplete functionality to support the use cases for different types of workers. These best practices help improve data accuracy for myriad workflows throughout the suite, reducing risk with each keystroke. Whether ensuring only appropriate local options such as state vs. province are available based on an employee's location, or flagging incorrect information entered into the system like a phone number in a postal code field—Experience Design Studio keeps HR agile without requiring IT assistance.

With Oracle Experience Design Studio you can:

- Rely on pre-built best practice workflows (e.g., promotion, transfer, or location change)

- Use an easy, no code way to construct rules that control data entry and rules across groups

- Easily tailor experiences such as sections, fields, and labels for your users

- Support customer-specific logic and policies

- Enforce data conditions or combinations of data (e.g., require promotions to be effective on the payroll start date)
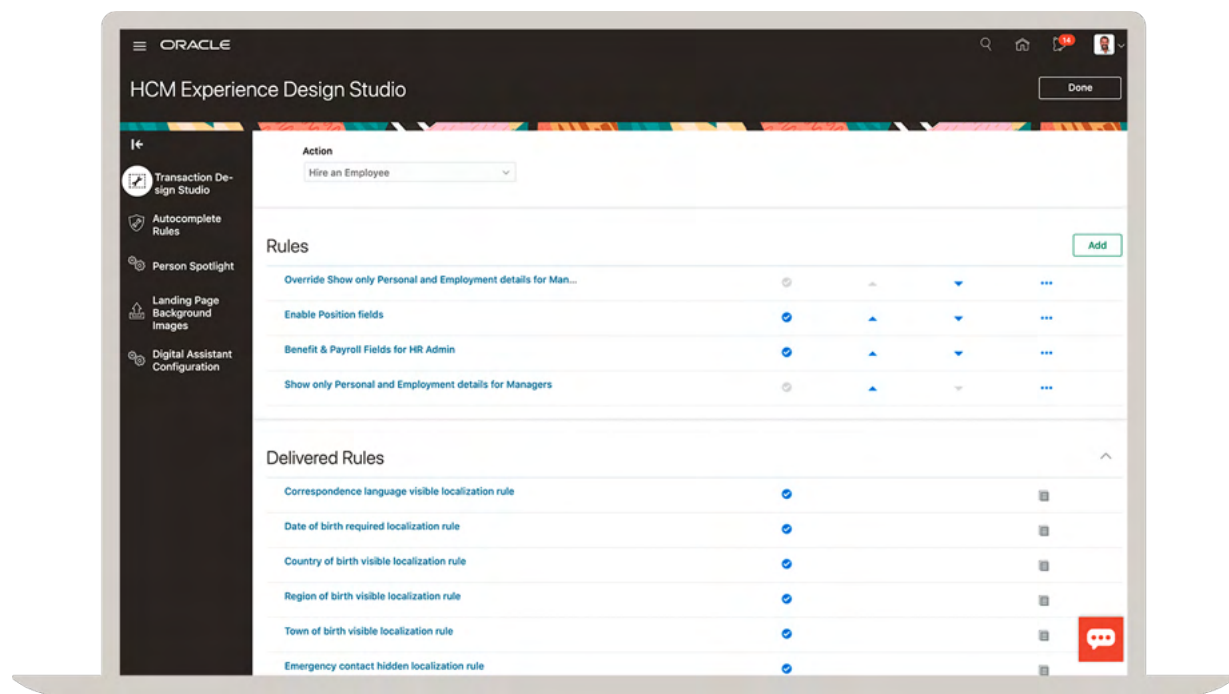
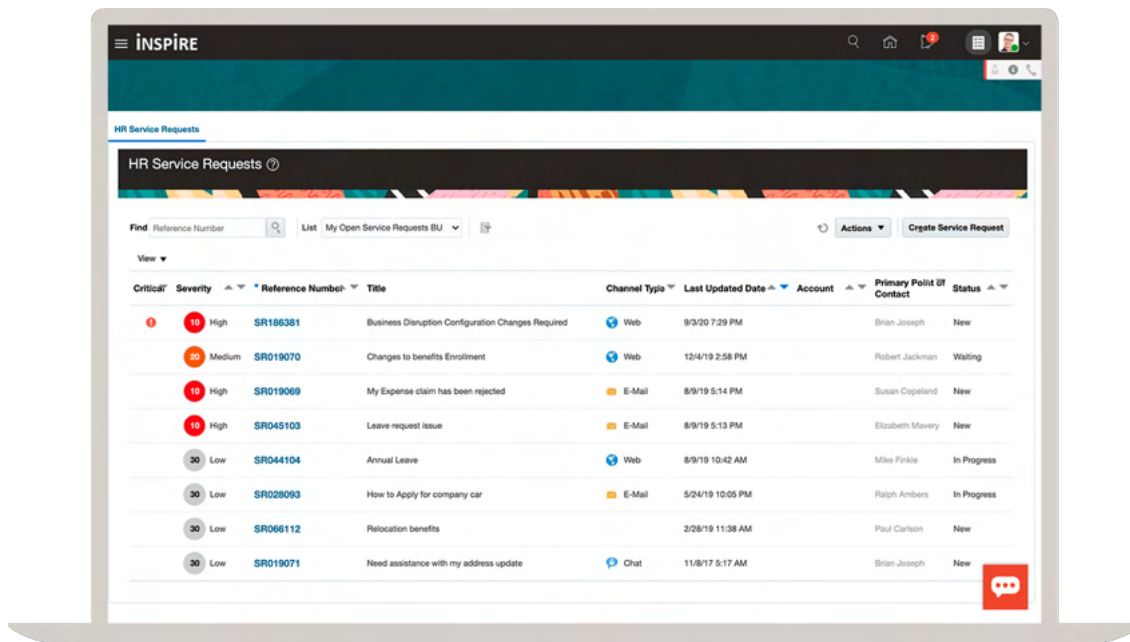# Deliver next-level service to support employees

HR teams have more to deliver on than ever before. With many companies taking the opportunity to improve service delivery and treat their employees as customers, the need for easy-to-use tools, workflows and technology to support these services is rising. We have developed tools to help HR accomplish more while still being able to provide a human experience for each employee. Our HR Service Delivery Suite embeds AI to help HR provide a supportive work environment through an intelligent HR Help Desk and a conversational Digital Assistant.

Oracle HR Help Desk

Our intelligent Help Desk aids HR in organizing service requests, analyzing trending concerns, and provides a portal and knowledge base for all employees to get answers to their questions while limiting HR caseload. It can also help escalate the complicated and sensitive cases for HR employees to look over. This process ensures that HR personnel only see and work on the critical cases while keeping information private.

Oracle HR Help Desk empowers you to:

- Support complex employee relationships cases including grievances and disciplinary actions
- Identify what cases are trending so you can support common concerns with a new knowledge base article or digital assistant skill
- Provide an AI-driven knowledge base that delivers consistent, searchable answers
- Scale with efficiency to handle large numbers of employee cases

Deliver next-level service to support employees

Oracle Digital Assistant

With over 35 transactions available to use in Oracle Cloud HCM alone, Oracle Digital Assistant offers more capabilities for HCM than any other provider. Our digital assistant gives your teams an easy-to-use, self-service experience for employee and manager needs that enables quick answers and actions so they can get the information they're searching for and get back to work fast.

Oracle Digital Assistant is an asset because you can:

• Gain productivity fast—the more employees use Oracle Digital Assistant, the smarter it gets

• Communicate with Oracle Digital Assistant in multiple languages and channels, including SMS, Slack, Microsoft Teams, Facebook Messenger, WeChat, and WhatsApp

• Modify delivered skills, wordings, and even add your own questions and answers to align the experience with your culture

• Start from a best practice list of over 35 skills and growing that can handle most employee and manager needs
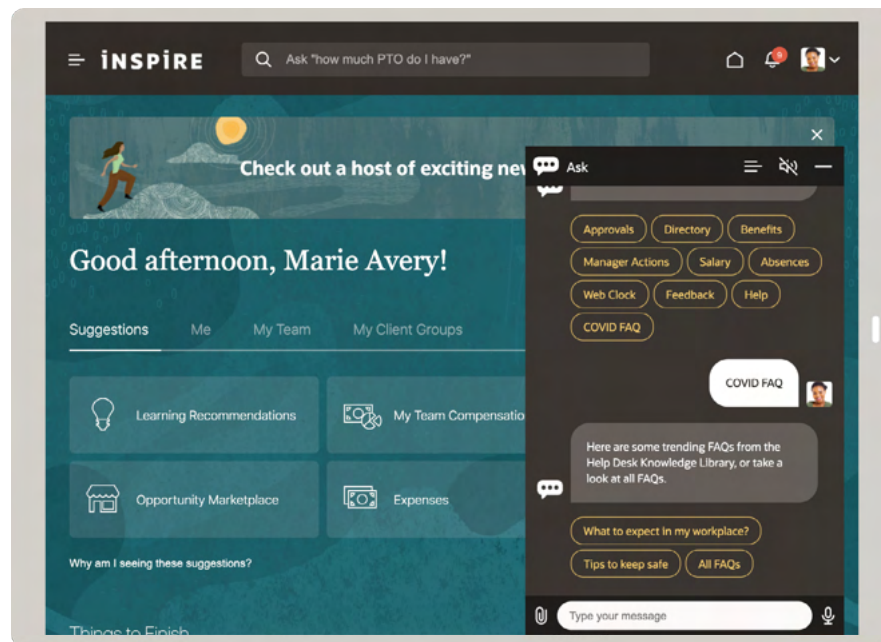
Elevate benefits for impact

Oracle Benefits

As employees face new hurdles to their well-being, employee benefits become an even more essential part of the overall employee experience. You can elevate benefits by enabling flawless self-service benefits enrollment and access that is tailored to your business strategy and culture. Oracle provides a global, rules-based benefits application that lets you manage and deliver flexible benefits programs that offer your employees choice. You'll also have access to full enrollment processing capabilities and automated detection of life events synced with Core HR.

Oracle Benefits also handles benefits needs, including:

- Benefits Court Orders allows the admin to store mandated court order details and make required benefits choices
- Benefits Billing enables the organization to bill employees, retirees, or dependents directly for benefit plan costs
- Reuse Eligibility lets you create criteria once and then reuse it for your programs and plans
- Flex Credits allocate monetary funds or credits for employees to use toward the buying and selling (where applicable) specific benefits
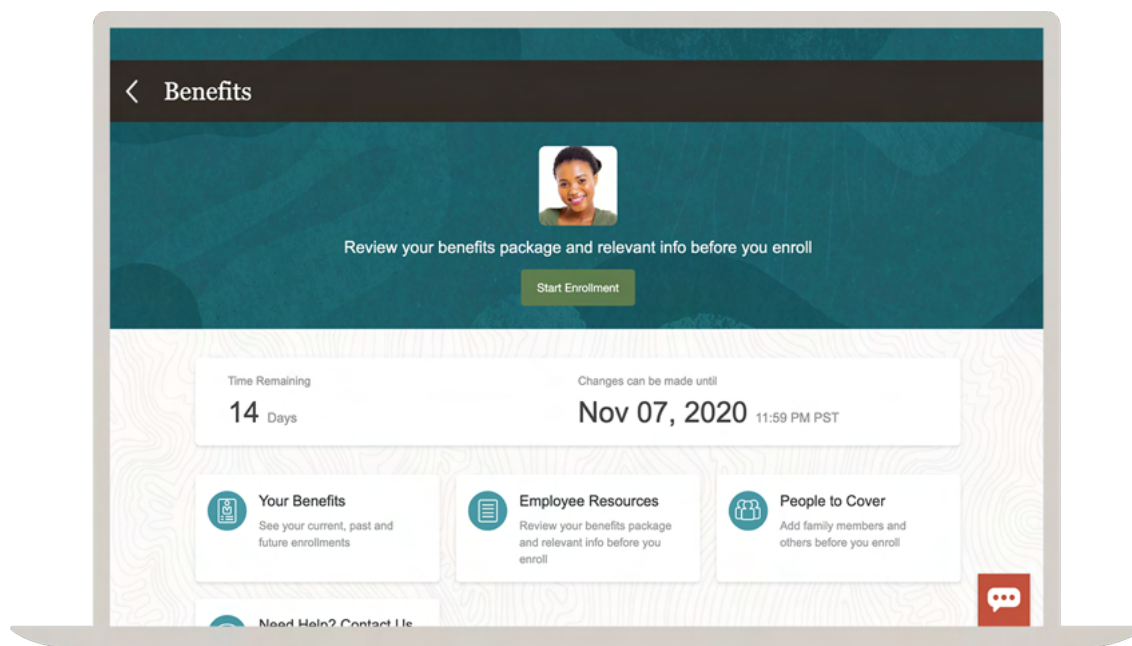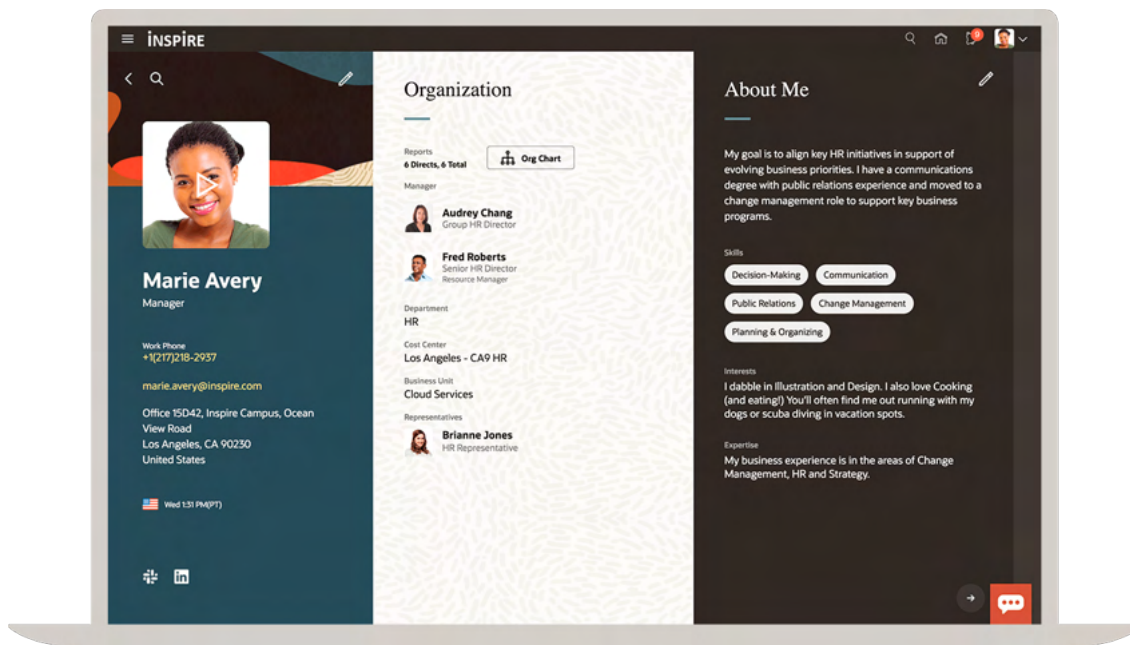
Bring people together in new ways

We all know that agile teams need trust and collaboration—much of which is developed by forging stronger relationships with your colleagues. HR can foster this by creating an engaging culture and bringing meaning to the workplace through impactful solutions around collaboration, wellness, volunteering, and mentorship. Oracle Connections and Oracle Work Life solutions are here to help.

Oracle Connections

Connections, an interactive directory that fosters deeper communication with colleagues, gives employees the ability to quickly network and "find their tribe" in the organization. They can share feedback on each other's walls, create a video introduction, uncover org charts and find common interests that help them bring their whole selves to work and foster internal mobility. Connections lets you integrate your employee directory and org chart with personal employee profile pages so that it's easier than ever to work together. It also connects directly to LinkedIn profiles allowing employees to enhance the information on Connections easily. This is an excellent benefit for managers to quickly access their teams' interests and background information at a glance.

Oracle Connections brings people together with:

- A highly visual, intuitive way to search for people within your organization

- Social profiles within your org chart that help colleagues learn about you

- Video introduction option within your profile

Bring people together in new ways

Oracle Work Life

Oracle is bringing wellness, volunteering, and personal brand opportunities to your workforce to promote employee engagement and overall well-being. Through My Wellness, My Volunteering, and My Brand, you can get teams out there exercising together and vying for the top spot in a competition using gamification. Or, you can easily encourage and manage volunteering programs that reflect the values of your organization as a social enterprise. And with My Brand, employees can explore mentoring within your organization and identify ways to build their professional reputation and personal brand at work. With Oracle Work Life you'll get:

- Visibility into new employee skill sets outside of their current job function
- Ways to identify and connect with mentors that can help progress their careers
- Curated health and fitness content to support employee wellness aspirations - increasing productivity and lowering healthcare costs
- Volunteer portals and projects aligned to causes that employees and the organization both care about

- The ability to conduct surveys, allowing you to understand real-time feedback related to your initiatives
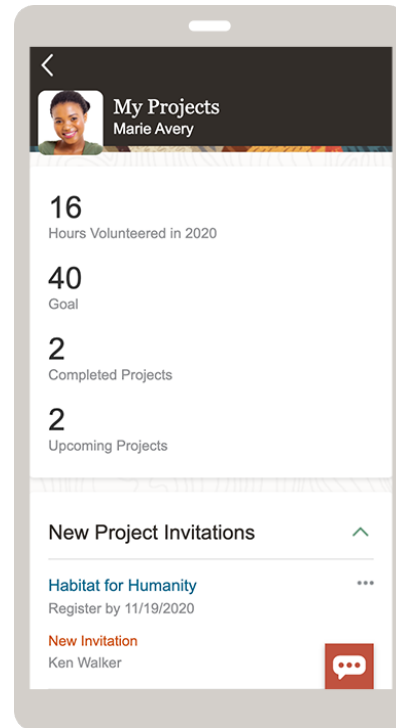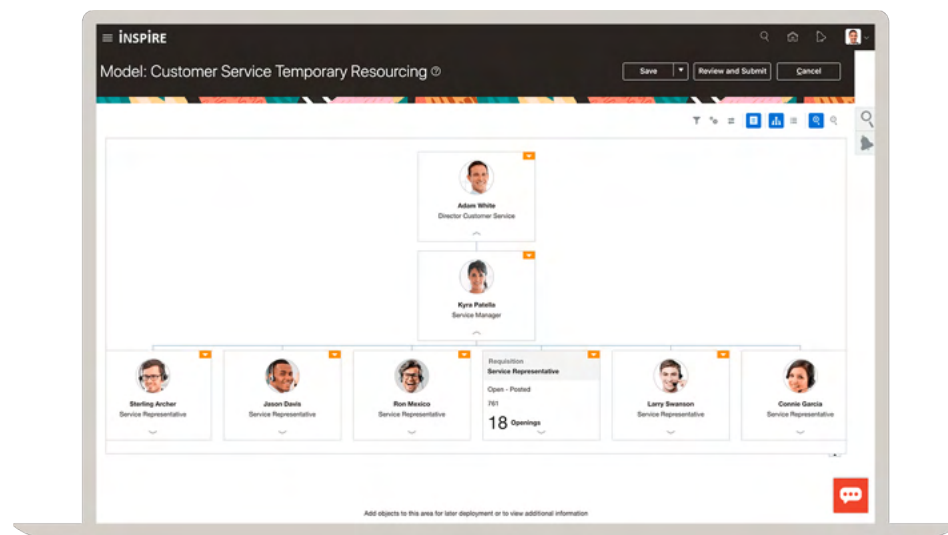
Model and plan for workforce changes

After the pandemic, organizations worldwide have come to see how important workforce modeling and scenario planning are to business continuity. They need the right people to accomplish the right actions, and for that, you need to create a workforce with the right skills. Leaders from finance, HR, and operations need to understand how they can reskill, organize, and budget their workforce to meet these demands. And HR needs to execute those changes quickly and keep an eye on the workforce to reduce attrition. Oracle Workforce Modeling and Predictions and Oracle Strategic Workforce Planning provide the short and long-term planning and execution tools you need to plan effectively for your business.

Oracle Workforce Modeling and Predictions

Workforce modeling empowers HR with flexible, easy-to-use tools to manage the workforce planning process. With pre-built drag and drop visualizations and budgeting insights, HR can make their own changes to organizational structure, that do not require finance and operations approval. It's easy to model and execute changes like building out a team, hiring a new headcount, and creating a new position. And when you need a new headcount within a team or division, Workforce Modeling automatically creates a requisition for you in Oracle Recruiting with the recommended salary based on the analysis.

Workforce modeling impacts your ability to handle organizational changes by:

- Providing insights into the predicted impact of myriad changes and the effect on team performance
- Leveraging built-in approval frameworks, so HR business leaders can create a plan without having to submit separate workflows
- Highlighting a complete picture of your workforce with position management to control headcount/FTE for all positions
- Organizing workers by their predicted risk of leaving, so you can focus on retention

Model and plan for workforce changes

Oracle Strategic Workforce Planning

Long-term scenario planning is critical as organizations look to pivot forward and build resilience for the future. With Oracle Strategic Workforce Planning, you get everything you need to craft a talent strategy that supports the business strategy by bringing together multiple data sources from across the organization for real-time analysis.

With Strategic Workforce Planning you can:

- Make quick decisions while avoiding high costs and risk
- Understand the type of skills you have, the skills you need to develop, where those skills are located within the company from lines of businesses to geographic locations, and what the cost of attaining those skills might be
- React quickly using integrated real-time planning capabilities with SmartView for Excel spreadsheets
- Own and approve planning and execution using transparent, shared information from all lines of business involved

Improve security and reduce risk

## Oracle Advanced HCM Controls

In addition to the myriad other compliance risks HR must deal with, privacy and data security are now at the top of the list. With a more distributed workforce that now includes employees working from home, organizations

are exposed to security vulnerabilities and a breakdown of HR process controls, especially if they are manual.

Advanced HCM Controls is the only set of built-in, AI-driven risk management tools. It improves how you manage HCM security and compliance by letting you know what people are doing on your HCM system, enabling you to monitor a complete audit trail of changes to setups and master data, and providing alerts about suspicious transactions with smart, best practice algorithms.

At the foundation, it helps ensure the right people can access your system and can only access what is appropriate for their job by:

- Defining secure roles and automating security tasks necessary to grant people the access they need, without giving them the keys to the kingdom
- Analyzing and managing segregation of duties at the finest level to comply with audit and regulatory requirements like SOX, as well as privacy laws such as GDPR, and CCPA
- Monitoring or auditing of high-risk activity to stop errors and prevent payroll fraud
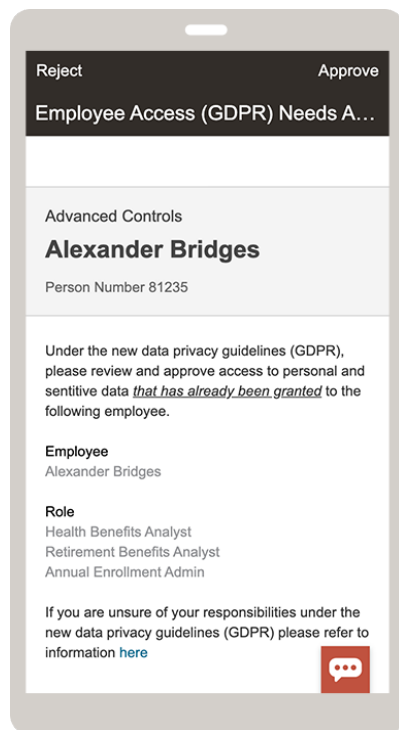
According to a study cited by <u>Harvard Business Review</u>*, organizations with strength in agility and resilience can achieve 150% greater ROI and 500% return on equity.

At Oracle, we are focused on making work more human by helping you elevate your employee experience, adapt to change, and access continuous innovation so you have the tools to focus on your business. Oracle HR helps you provide employees, managers, and HR professionals with more helpful, intelligent tools than ever before. From exciting advancements in collaboration and AI with Oracle Connections and our native digital assistant to effective planning solutions and a powerful Core HR engine—Oracle HR is here to help your organization be resilient and pivot forward.

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