

ORACLE

# Are you ready to make your supply chain thrive?

An Oracle perspective: unifying SCM and HR on one cloud



## INTRODUCTION

A unified solution for SCM and HR improves the employee experience for frontline and operations workers, helps boost retention, and provides visibility and insights across your supply and demand plans, logistics operations, and recruiting and workforce management activities. The result is improved supply chain performance and customer satisfaction.

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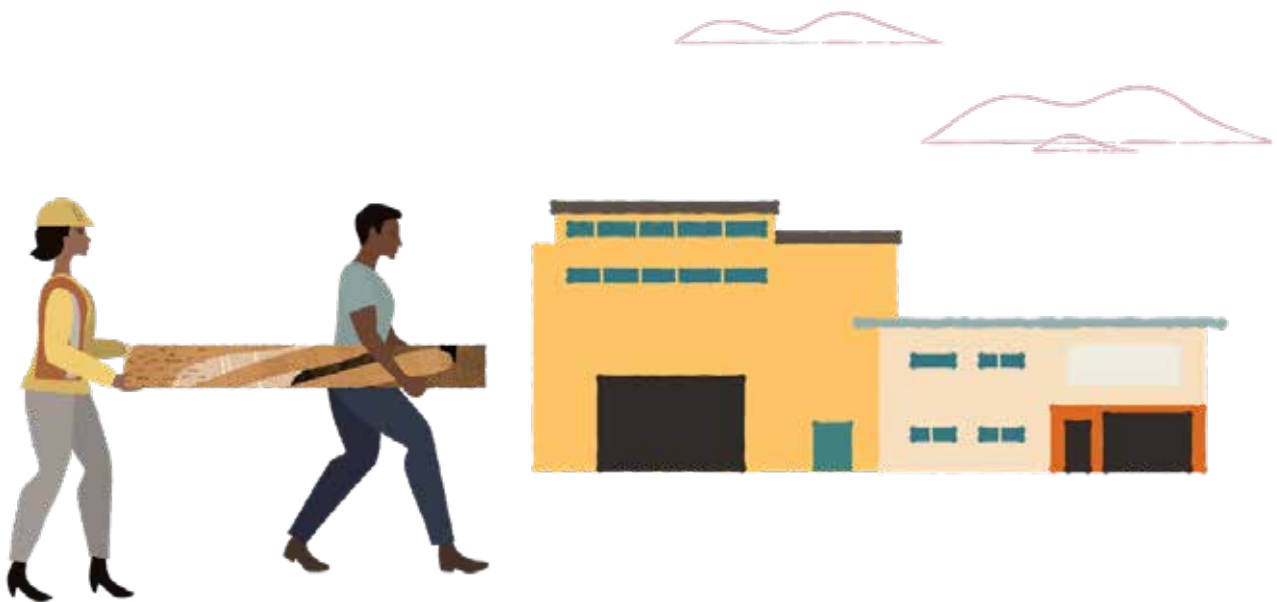
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# Supply chain challenges in an age of disruption

Supply chain management leaders face ongoing disruptions across their supply chains due to a variety of global factors. And critical supply chain worker shortages and turnover trends across two worker segments—frontline operational employees and planning, logistics, and management employees—are only intensifying these disruptions.

Required skill levels have increased for both entry-level and experienced manufacturing workers, and new skills, such as data analysis and leadership skills, are now prerequisites for some roles. At the same time, factors such as long and demanding working hours, unfavorable working conditions, a lack of compelling career paths, and work schedule fluctuations that adversely impact pay have made it difficult for organizations to retain their employees. Antiquated and disconnected legacy supply chain technologies and the industry's outdated approach to human resources aren't helping to alleviate worker shortages either.

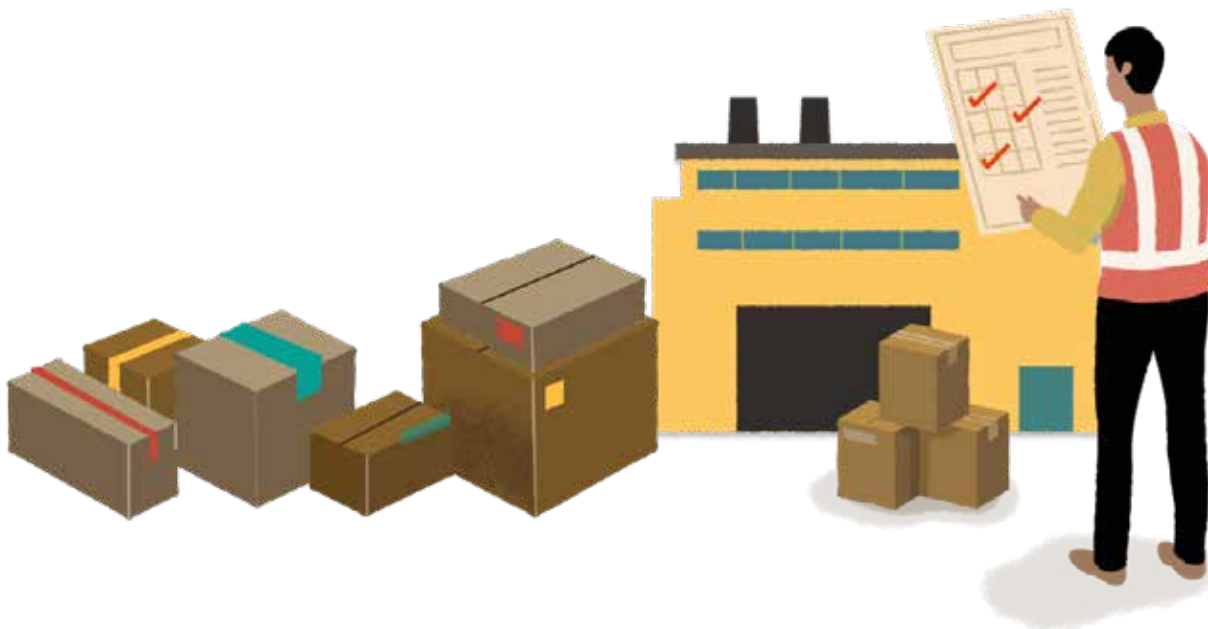


# Oracle can help you build a future-looking supply chain

“The Oracle solution proved to be the most complete modern suite of enterprise applications on a common platform. It allows us to concentrate on our business and not on the technology that supports it. That’s what we were looking for.”

*—Large North American transportation provider*

Oracle can help supply chain management executives alleviate supply chain woes by unifying both supply chain and HR processes on one cloud to drive improved workforce retention, engagement, safety, supply chain planning, and customer satisfaction. Disjointed HR and supply chain processes erode long-term competitive advantages. By connecting SCM and HCM processes in a single cloud, you gain a unified view of your operations and workforce, greater business and workforce planning accuracy and flexibility, and improved decision-making thanks to artificial intelligence (AI), machine learning (ML), and predictive analytics. With one shared common data platform and easy-to-use prebuilt cloud applications, SCM and HCM executives can easily work together to build a more resilient supply chain that’s prepared for any global change and designed for success—today and tomorrow.





## The power of emerging technologies

Emerging technologies—and their business applications—are helping forward-thinking supply chain and HR leaders overcome industry challenges and gain a competitive advantage.

- **AI and ML technologies** speed up analysis by continuously learning and reporting patterns in your data to reveal the causes of workforce problems, such as high turnover rates.
- **Voice interfaces** provide added accessibility and speed so you can get questions answered faster across various interfaces.
- **Natural language processing and GenAI** reads your data and produces reports to help your leaders improve their data literacy and storytelling skills and make better workforce decisions.
- **Augmented analytics** can add external data to analyses such as benchmarking or compensation comparisons. It can also be used to unlock new sources of workers.
- **Predictive analytics** is used to compare future sales orders to staffing levels to discover future skill gaps and identify capacity needs to limit future supply chain disruptions.



## The connected SCM and HCM data imperative

Most companies understand the importance of unifying data across operations and HR but are ill-equipped to do so and rarely use predictive analytics. Oracle Fusion Data Intelligence, with built-in AI technology, can easily connect data across SCM and HCM domains for holistic workforce insights within the context of your supply chain, helping you predict business outcomes and determine the best course of action. For example, you can identify manufacturing locations that have the greatest number of employees with skill “X” to make a product conversion due to supplier issues and still meet promised delivery times; understand how absenteeism is impacting the spike in late product deliveries or the surge in driver payroll expenses; identify the top retention issues in “X” locations in country “A” and determine the locations most needing enhanced worker engagement and satisfaction programs; or discover which warehouses have the highest turnover risk and how you can reduce it. Using these cross-functional analytic views can foster synergistic partnerships among the chief supply chain officer (CSCO), CIO, and CHRO to improve decision-making, forecasting, planning, and cost savings throughout your supply chain.



Watch how Oracle Fusion Data Intelligence can tap into dynamic skills in Oracle Cloud HCM

# Improve employee retention with an engaging, responsive, and connected HR platform

Oracle Fusion Cloud Human Capital Management (HCM) is a connected human resources platform with built-in AI and ML technologies. It can help you decrease workforce turnover by enabling you to align your people strategy with your business strategy, improve your quality of hire, and empower your employees with compelling, automated experiences that support their career growth, safety, and well-being.

## Collaboratively plan an agile workforce

It's vital for CSCOs, operations managers, and HR leaders to align on organizational objectives; only then can they collaborate to understand and respond to workforce capacity needs. Using workforce modeling and predictive algorithms built into Oracle Cloud HCM, you can improve your workforce capacity planning to help meet your supply chain goals and avoid roadblocks. For example, say a CSCO needs to build more flexibility into their supply chain operations by setting up a new warehouse or factory in a particular country. If HR and supply chain leaders don't work together to understand the talent requirements versus the talent availability for that location, the resulting disconnect can wreak havoc on the project's original allocated budget. Imagine if a chronic shortage of available regional warehouse workers with the required skill set was not previously accounted for; the facility may not be fully operational, and costs might soar due to the unplanned need to hire from outside the company.





## Outsourcing: Collaboration is critical for compliance

Collaboration between supply chain and HR leaders is critical in companies that outsource part of their supply chains—such as logistics or contract manufacturing—and further, want to model the impact on their operational network. In these types of situations, the HR department will need to advise as to whether there are any possible legal requirements when transferring employees to the new company, such as the UK's Transfer of Undertakings (Protection of Employment), or TUPE, regulations.

“With Oracle Fusion Cloud Human Capital Management, we have enhanced our HR efficiency by reducing HR processing time by 50% and external IT support by 80%.”

—Global logistics provider



The ability to predict costs and verify the effectiveness of organizational changes across lines of business is critical for on-time deliveries and customer satisfaction. Oracle Strategic Workforce Planning can help you drill down into the people, skills, and competencies you need for long-term organizational success, allowing you to easily take stock of your workforce supply. By analyzing workforce trends and forecasting risks of attrition and retirement, you can proactively ensure the demographics, skills, and competencies of your workforce are aligned with your business strategy. It also becomes easier to align headcount plans with budget and demand drivers, such as unexpected global events, workforce trends, business growth goals, and reorganizations, so you can reduce future worker shortages. Additionally, you can easily identify the future competency levels required for strategic jobs, such as a fleet manager—who will need to make quick decisions when faced with unforeseen environmental or political changes—or a production planner, who may be faced with material shortages.





## **The hidden costs of traditional approaches to workforce data management**


HR and supply chain resource leaders typically try to manage their workforce by either investing large sums of money to integrate multiple HCM systems with ERP and SCM systems or by exporting information into spreadsheets and external databases to get a clear enough picture of their workforce to make decisions. Integrating multiple systems requires managing multiple vendors, standing up expensive test and staging environments, and training employees on multiple systems. Using spreadsheets creates too many versions of the truth, is less secure when working with sensitive HR information, and can't be used for real-time analysis to help solve immediate problems, such as staffing the second shift when 20% of the workers call in sick. These approaches have inherent risks and hidden costs most enterprises can't afford.

## **Quickly source, hire, and onboard best-fit talent with AI-driven intelligent automation**

It's imperative to equip recruiters and hiring managers with the ability to quickly identify ideal candidates without manually reviewing applications so that you can boost your quality of hire while minimizing human bias and improve long-term worker retention. With Oracle Recruiting, embedded with AI and ML, you get access to a selection of innovative tools that help support your talent acquisition strategy from sourcing to onboarding. Oracle's solution makes sourcing key prospects easier by using multitiered prescreening and assessment tools, and by treating your own employees as potential candidates and adding them to your talent pools for consideration.

In addition to identifying internal and external top talent, recruiters can use smart automation features that streamline many manual and complex hiring tasks—from creating a requisition to extending a formal offer. Speedy and accurate hiring and onboarding helps your new workers become productive faster, which is especially critical for seasonal contract or temporary warehouse staff. Moreover, to better target candidates, manage talent pools, and collaborate, Oracle Recruiting natively provides hiring teams with a candidate relationship management platform, giving users the ability to run campaigns and gain more visibility into the status, activities, and notes associated with every prospect.

To help create enticing candidate experiences, Oracle Recruiting includes built-in web design tools which allow hiring teams to create personalized and branded career sites with cohesive messaging. In addition to automated text and email communications, digital assistants can also help manage candidate interactions, freeing up recruiters to focus on



other high-value activities. And once candidates feel confident and ready to apply, Oracle Recruiting's simple application process lets them get started quickly with just an email or phone number—no account creation required. With tools for delivering personalized and engaging candidate experiences, hiring teams have everything they need to grow talent pools and build strong relationships with active and passive prospects.

AI-driven and candidate-focused recruiting processes help you attract the right supply chain talent—talent that not only fills current job vacancies but also has the skills and potential to help you meet your long-term objectives and fill future growth needs. For example, you might need workers with skills in robotics and the Internet of Things (IoT) for a planned manufacturing location or candidates with environmental policy credentials to support newly mandated corporate sustainability efforts.

“ [With Oracle Succession Planning] to date, our employees have nominated themselves around 10,000 times for more than 1,000 successor functions at a management level, and 75% of these have been for another business area. That is a great initial result. ”

—Large European railway



## Build an internal succession pipeline for the future

Hiring from within helps workers feel valued and trusted by showing them that the company is invested in their success, which in turn, can help improve employee engagement and reduce attrition. With Oracle Succession Planning you can identify your best internal talent, nurture their growth, and build your next generation of leaders from within your company by using flexible talent pools, succession plans, and analytics.

Easily assess the talents and capabilities of your current workforce using an intelligence-driven, collaborative, and interactive online interface to access employee talent profiles, recruiting activities, goal and performance data, career plans, and other information.



Additionally, you can maximize the value of talent review sessions using advanced visualization capabilities, such as interactive 9-box talent review grids, and analytics to quickly evaluate talent by assessing factors such as growth potential, risk and impact of loss, and performance.

Once your workforce plans are approved and HR understands your short- and long-term talent needs, they can easily create talent pools (for example, a pool focused on finding IoT experts to fill a short-term need or a longer-term pool to track emerging leaders) and succession plans for key positions, such as VP of operations. Then they can assess and track potential gaps along with potential candidates. Employees can be strategically placed into talent pools and succession slates based on rankings, assessment data, and engagement indicators, and later, HR and hiring managers can tap into these internal pipelines as part of their recruiting activities. What's more, you can identify the development needs of talent pool members, recommend automated learning paths to address skill gaps, and then track their progress with any implemented development plans. This will help ensure that promising employees have the required skill sets to fill positions when the time arises, closing the gap between a worker's competencies and those required by the role.

## **Engage, develop, and protect workers with a humanized employee experience**

Keeping your workers engaged, safe, and productive is more important than ever. You can easily do so with personalized employee experiences using Oracle ME (my experience), part of Oracle Cloud HCM, which offers consumer-like, consistent, and mobile-responsive employee experiences with built-in AI-driven tools, such as mobile, conversational user interfaces, digital assistants, and self-guided transactions that are built into automated workflows. Drawing from one source of people data across the enterprise, you can customize an employee's experience based on their unique work circumstances, needs, and career interests. A renewed focus on nurturing your current talent is critical to reducing worker turnover.





## What is a digital assistant?

Oracle Digital Assistant is an AI service that offers prebuilt skills and templates to create conversational experiences for your business applications and customers through text, chat, and voice interfaces. Application owners can easily get started with prebuilt skills to provide chatbot functionality to business users.

Connect all your business applications and simplify user experience, consolidating conversations in a single, unified interface. Developers can leverage tools such as the chatbot architecture framework, conversational designer, and dialog trainer to build and deploy custom skills for their applications.

Easily guide your employees through important work-related events—such as onboarding to a new role, returning to the workplace, learning safety policies, or developing skills—by delivering personalized, automated, step-by-step contextual journeys so they can make informed decisions every step of the way. For example, you can provide career development opportunities with engaging and contextual learning recommendations that align with an employee’s interests and recommend a specific certification program that would help them take the next step in their career. Or create a journey to train workers on health and safety procedures so they can acquire specialist qualifications for high-risk or complex technical roles, such as those in nuclear facilities or telecommunications field work. These employee credentials and certifications can then be monitored to allow or prevent access to unsafe or restricted zones and activities across warehouses and other facilities, such as nuclear or telecommunications sites.





## Keep drivers on the road with customized journeys

When the pandemic caused cancellations of truck driver testing and certifications, it underscored how important it is for companies to facilitate these mandated activities for their drivers. This can easily be done via contextual journeys in Oracle ME to ensure ongoing, timely compliance and minimize unplanned downtime.

“Now our employees can self-manage anywhere, at any moment, from any device. With the help of Oracle Cloud HCM, we have seen talent develop, and we can trace staff progress in a fast, automated way.”

*—Large European telecom provider*



Oracle ME can also help you deliver personalized communications that drive relevant actions and connect your workforce to the information they need, improving transparency and organizational trust. Targeted communication can help workers understand what’s happening with the business and reinforce your organizational culture with employees who work from home. For instance, you can create an email detailing a new wellness or workplace safety program and send the email to a specific group of employees, such as remote workers residing in a specific country, using employee criteria managed in Oracle Cloud HCM. Additionally, you can track who reads and acts on the email and send follow-up communications tailored to workers who need further information and guidance.

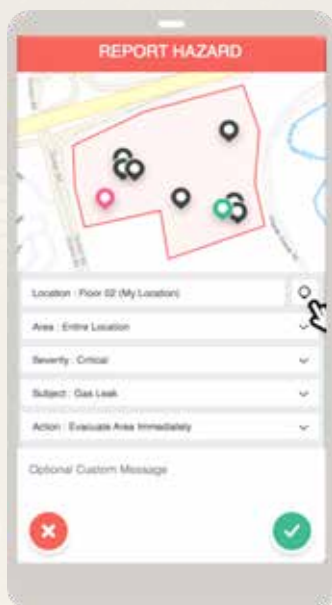
Oracle ME also delivers a continuous engagement solution that helps managers strengthen their relationships with their employees by empowering them to continuously capture, track, and act on employee feedback and sentiment. To improve day-to-day engagement, employees can share their opinions by completing a single-question survey—for example, “How can we improve safety measures in the warehouse?” Managers have access to a dashboard, which they can use to track and compare sentiment across their teams and receive recommendations—such as scheduling a check-in meeting or sending a recognition note—to help them respond to feedback and alleviate any concerns. Giving managers and employees new channels to communicate in quick, authentic ways can make it easier for managers to build team trust and promote an inclusive, collaborative work environment.

[Learn more about Oracle ME](#)

## Fast-track workplace safety with connected IoT technology

With dangerous working environments a stark reality for many supply chain workers across the world, you can help ensure safe working conditions for your staff and lower your worker absenteeism rate with Oracle Internet of Things Intelligent Applications—an IoT-driven workplace safety platform that's pre-integrated with Oracle Workforce Health and Safety.

Using the solution, you can automate the rule-driven enforcement of safety policies and automatically create incidents and alerts that need immediate attention from warehouse supervisors and manufacturing plant staff. Monitor workers in real time using IoT capabilities and wearable sensors from certified partners that can detect location, falls, ambient temperature, pressure, and light, among other details. With safety certification tracking, you can send notifications to those who aren't authorized to enter restricted zones and dangerous areas. For example, IoT sensors on heavy machinery can alert workers if they're standing in an unsafe zone or too close to the machines. Or sensors can alert workers if there's a fluid leak that may create a hazardous environment. By monitoring worker movement to prevent unsafe acts, you can help avoid life-threatening situations and reduce your response time for any accidents that do occur.




Enabling workers to report hazards and notify supervisors and nearby workers using mobile devices encourages all workers to be a part of your safety solution and helps to reinforce your workforce safety objectives. You can also use text- or voice-based mediums such as automated speech recognition to provide conversational experiences for your employees that help them get quick answers to questions or guidance—for example, information about safety policies and procedures. Data from IoT sensors can also be pushed to your HR team so they can track time and labor and efficiently manage the workforce.

**Take the Oracle Internet of Things  
Connected Worker product tour**

Investing in human-centric technology to support career growth and maintain safe working conditions can be a powerful way to enhance overall employee engagement, productivity, and retention while in turn boosting customer experience and the bottom line.





# Optimize workforce utilization and supply planning with an agile, demand-driven system

Oracle Fusion Cloud Supply Chain & Manufacturing (SCM) delivers the best approach for profitable fulfillment execution and better workforce capacity planning. It does so by delivering a connected, demand-driven supply chain that uses AI, ML, IoT, and analytics to drive seamless omnichannel fulfillment, optimize workforce utilization, improve sustainability, and ensure safer work environments. The solution can help improve delivery times, mitigate worker shortages, streamline operations costs, and reduce inventory investment.

Supply chain leaders can perform long-term planning and create product demand forecasts using ML algorithms. Even when unexpected global events arise, you can use forecast modeling and simulations to understand the potential positive and negative impacts on your supply chain, including workforce availability. With intelligence-driven warehouse inventory management and operations, agile transportation management and field service, and workplace safety solutions, you can help drive a profitable and connected supply chain that benefits both your employees and your customers.

## **Connect, automate, and align planning**

Today's supply chains are more complex than ever due to ever-changing environmental conditions and volatile political situations around the globe. To protect margin and reduce costs, organizations need to invest in supply chain planning that's both simple and intelligent. Oracle Fusion Cloud Supply Chain Planning gives companies better ways to anticipate demand, manage supply, and align stakeholder and trading partners with corporate objectives.

With its modern look and intuitive feel, new workers can quickly get up to speed and tackle even the toughest planning problems. Real-time analytics highlight issues and reveal opportunities at a glance. Planners can tailor their screen layouts and workflows to their ways of working, and adjust their planning scope and parameters, using segmentation to address different product lines or regional needs. Supply chain planners often need to identify available employees or materials, so the ability to see where and if that availability exists is key to making the best decisions about production runs. This is especially critical for service-centric business models, as miscalculating resource availability to support the supply plan has a direct and immediate impact on both the top and bottom lines.

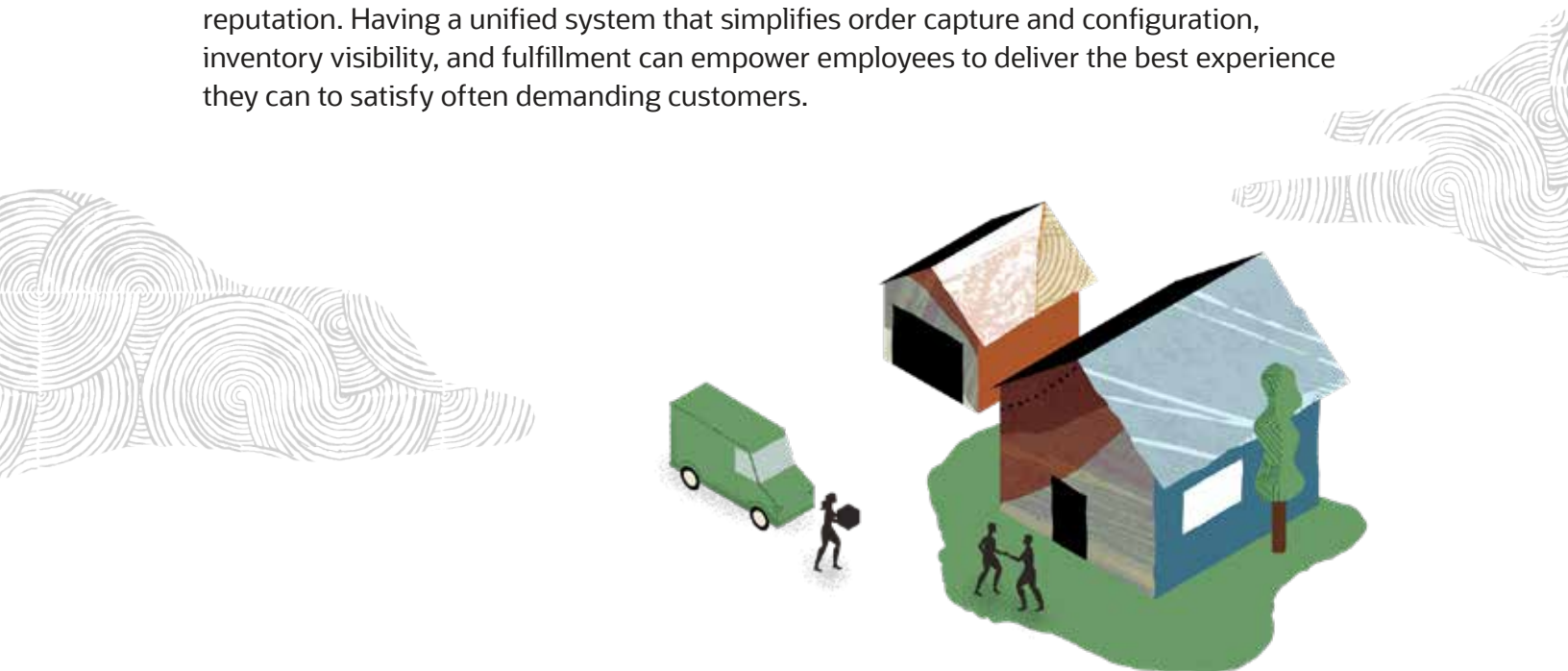
Many more supply chain workers are leaving the workforce than entering it, so leveraging modern technology to fill gaps and attract new generations of workers is critical. Solutions such as Oracle Fusion Cloud Demand Management combine enterprise demand, for example, orders and shipments, with external data signals to improve demand sensing. Oracle's solution leverages built-in ML to accurately predict product demand and can be adapted to handle variations such as short lifecycles and intermittent, seasonal, promotional, and configured items. In addition, it can also automate replenishment ordering based on demand-driven and time-phased replenishment plans. Stockouts and other inventory issues can be quickly resolved using graphical views.

## Complete and compelling omnichannel commerce

“ Oracle Fusion Cloud Order Management streamlined our order fulfillment process from order capture and shipping to automated billing. The centralized pricing capability allows us to manage pricing with customers more efficiently. ”

*–European automotive supplier*

Omnichannel commerce gives customers many options, but whether they're making their purchase online, in a physical store, or directly from the seller, they want an effortless experience that allows them to place orders and process returns as quickly and easily as possible. Today's customers are also more informed and hold more power than ever. Omnichannel order management is key to customer satisfaction, profitability, and brand reputation. Having a unified system that simplifies order capture and configuration, inventory visibility, and fulfillment can empower employees to deliver the best experience they can to satisfy often demanding customers.





## Intelligence-driven logistics

“Oracle Fusion Cloud Warehouse Management is the only solution that enables us to reliably and efficiently manage our wine inventory and warehouse operations. We not only increased pick speed and fulfilled orders faster, but we also gained the ability to deliver new services and enhance our member experience.”

*–Asia-Pacific wine maker*

Warehouse operations are being transformed to meet the challenges of today’s marketplace. Oracle Fusion Cloud Warehouse Management is the only warehouse solution built from the ground up to combine the benefits of the cloud with enterprise-grade warehouse management functionality. As warehouse managers retire and are replaced, it’s important to have a solution that’s simple and intuitive for incoming workers. Oracle’s modern warehouse management solution is designed to work on PCs or tablets, and it delivers a dashboard that enables users to focus on what is critical daily.

With Oracle Warehouse Management, supervisors in charge of receiving goods have visibility into arriving shipments and overall inventory, which helps them better manage warehouse labor and ensure smooth receiving and packing operations. This visibility also allows warehouse supervisors to better manage dock operations, process incoming stock, as well as picking and packing operations.



“Implementing Oracle Fusion Cloud Transportation Management prior to the COVID-19 pandemic has helped us navigate rough roads.”

*–Global packaging provider*

Oracle Fusion Cloud Transportation Management provides a single platform for companies to manage all transportation activity throughout their supply chains. Designed to meet the needs of both shippers and logistics service providers, Oracle’s platform creates an information bridge that connects functional silos and geographic regions, spans languages, currencies, and business units, and provides support for basic transportation needs, highly complex logistics requirements, and everything in between.

Oracle Transportation Management provides automated decision support for a comprehensive range of transportation scenarios, from simple, direct shipments to those involving multiple legs. This support covers least-cost carrier, mode, and service level selection, the application of routing guides, and core carrier programs. Additionally, with Oracle Fusion Cloud Fleet Management, companies can manage capacity and driver resources. Managers can quickly identify capacity shortages, and with the support of Oracle Cloud HCM, identify possible solutions by matching resource needs with employees who have the capabilities or certifications to drive authorized and commercial vehicles.

Sustainability is becoming an increasingly critical focus area for companies—and a core area of interest for new and next-generation supply chain talent. Oracle Transportation Management can support companies' sustainability efforts by managing global transportation needs across all modes and geographies. For example, its optimization capabilities can help create fewer, more consolidated shipments and move them using more efficient modes of transportation, driving greater utilization and in turn, both reducing the company's carbon footprint and lowering costs.

In addition, Oracle Transportation Management can help users closely monitor freight in real time using IoT to predict, detect, and resolve anomalies and exceptions even before they occur, providing early warnings that are especially critical for vehicles transporting temperature sensitive or hazardous materials. Transportation analytics can measure sustainability performance and monitor the company's transportation-related carbon footprint. These transformative technologies can help attract the next generation of supply chain professionals, who are committed to sustainability and eager to work with the latest innovations.

Lastly, Oracle Logistics Digital Assistant both improves customer satisfaction and decreases support expenditure by freeing up time for supply chain workers to undertake more productive activities. It does this by allowing authorized customers and employees to easily gain access to shipment and order status information from Oracle Logistics applications, responding to inquiries instantly, 24/7.





“ Field workers are more efficient due to a reduction in the number of repeated trips to a site and by maximizing daily job completion rates. Some areas have seen more than a 7% productivity increase. ”

—Asia-Pacific automotive services provider

[Take the Oracle Logistics Digital Assistant product tour](#)

## Timely and efficient field service logistics

Poor maintenance strategies can substantially affect operational efficiencies and profitability. To be competitive, companies in asset-intensive industries need to minimize unplanned downtime and optimize maintenance costs—and this is especially important for equipment located outside a facility and in the field. Oracle’s IoT capabilities enable companies to monitor assets in real time, integrate data from many different sources, analyze and translate that data into meaningful insights, and automatically turn those insights into prescriptive actions to increase equipment reliability and uptime while reducing overall maintenance costs.

In addition, Oracle Fusion Cloud Service Logistics uses machine learning recommendations to create efficient routes and repair schedules for technicians out in the field. These workers can manage compliance with service-level agreements and dispatch mobile workers with a highly configurable solution in a timely and efficient manner. Employees can also accept inventory transfers and job assignments and share their location with a simple click of a button.

# What's next?

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CSCOs, CIOs, CHROs, and line-of-business VPs across SCM and HR can do four things today to start building a thriving supply chain and workforce for tomorrow.

1. Increase collaborative workforce planning across SCM and HR to align on talent needs that will meet your supply chain objectives—now and in the future.
2. Focus on employee experiences that empower your workers to connect, grow, and prosper.
3. Capitalize on cloud capabilities across SCM and HR, including built-in technologies such as AI, ML, and IoT, automated and connected processes, and real-time cross-functional reporting and analysis.
4. Choose a proven cloud leader in Oracle to help you move forward by unifying your SCM and HR processes on one cloud platform for a streamlined and profitable supply chain.

**Learn more about how to overcome supply chain disruption with a unified cloud for supply chain and HR.**

[Visit site](#)

