ORACLE

Prioritize deskless worker needs

INTRODUCTION

Deskless workers represent **80%** of the global workforce.[1] They kept our economy running across healthcare, manufacturing, retail, and other industries, while many businesses shut down at the height of the COVID-19 pandemic. As a result, they feel burned out, but they're still expected to carry heavy workloads and work long hours in environments where business models and customer expectations have dramatically changed.

[1] *U.S. Bureau of Labor Statistics, 2022.*

The expectations of hourly deskless workers have changed too, putting intense pressure on organizations to create a richer experience for a newly empowered workforce that demands control over scheduling, opportunities for career growth, workplace safety, and tools to support financial freedom. They're more willing to walk away from jobs that don't meet their needs. With talent shortages prevailing and an imperative to help workers readily adapt to change, employers have no choice but to use this shift as an opportunity to redefine best for their workforce.
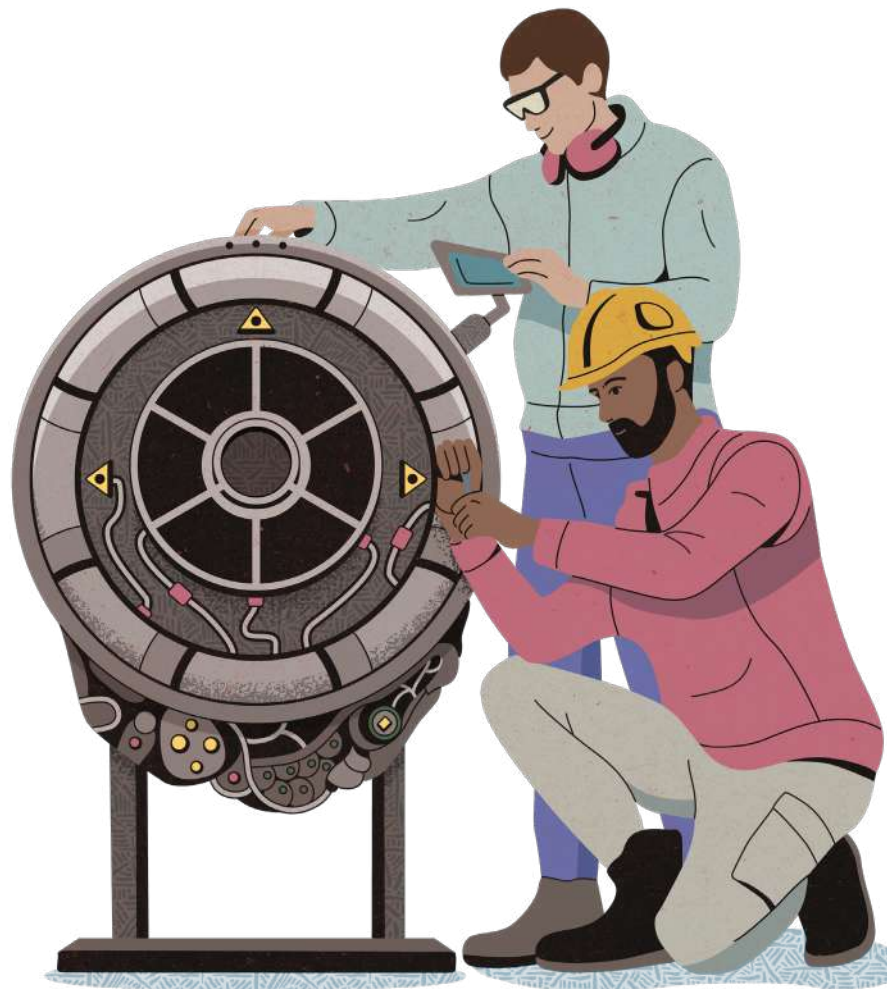
To attract, retain, and develop the hourly deskless workforce, organizations need to give workers more control, help them build meaningful connections, provide opportunities for career growth, and improve safety in the workplace.

With Oracle Fusion Cloud HCM, organizations can improve the employee experience for their hourly deskless workforce by giving them access to mobile-first, connected solutions designed to support their work and personal lives.

Control and flexibility
Empower employees with the tools, guidance, and flexibility to work on their terms so they feel trusted and valued.

Meaningful connections
Provide a bridge to foster better communication and connection between managers and their employees, and between employees across the company.
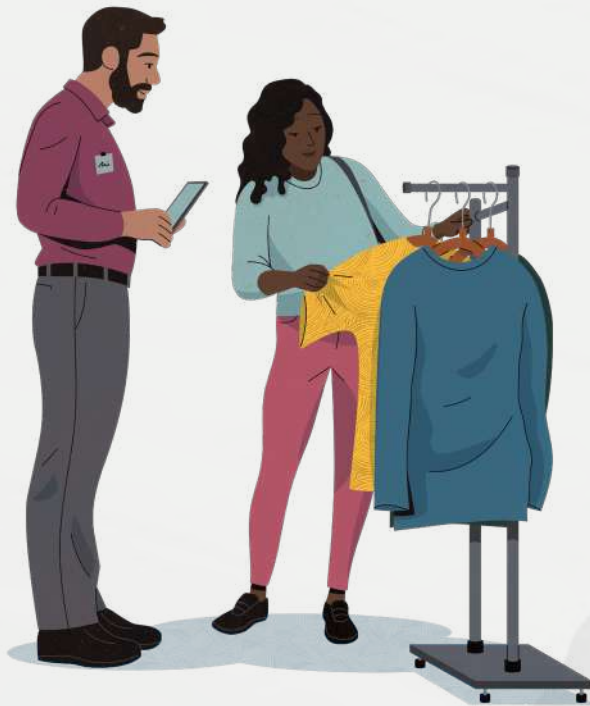
Growth and opportunity
Show employees you value them and want them to stay by providing opportunities for learning and growth.

Health and safety
Ensure employees feel safe and supported through timely communication, training, compliance, and incident reporting.

Give employees control and flexibility

No one knows an employee's needs better than the employee. They want to work for employers who will let them take control of their own experience.

HOW ORACLE DELIVERS

- Flexible scheduling
- Work-life balance
- Financial wellness
- Workflows with personalized guidance
- Voice-powered support

Flexible scheduling

Oracle Human Resource with Time and Labor provides hourly deskless workers with visibility into their work schedules, planned absences, and holidays.
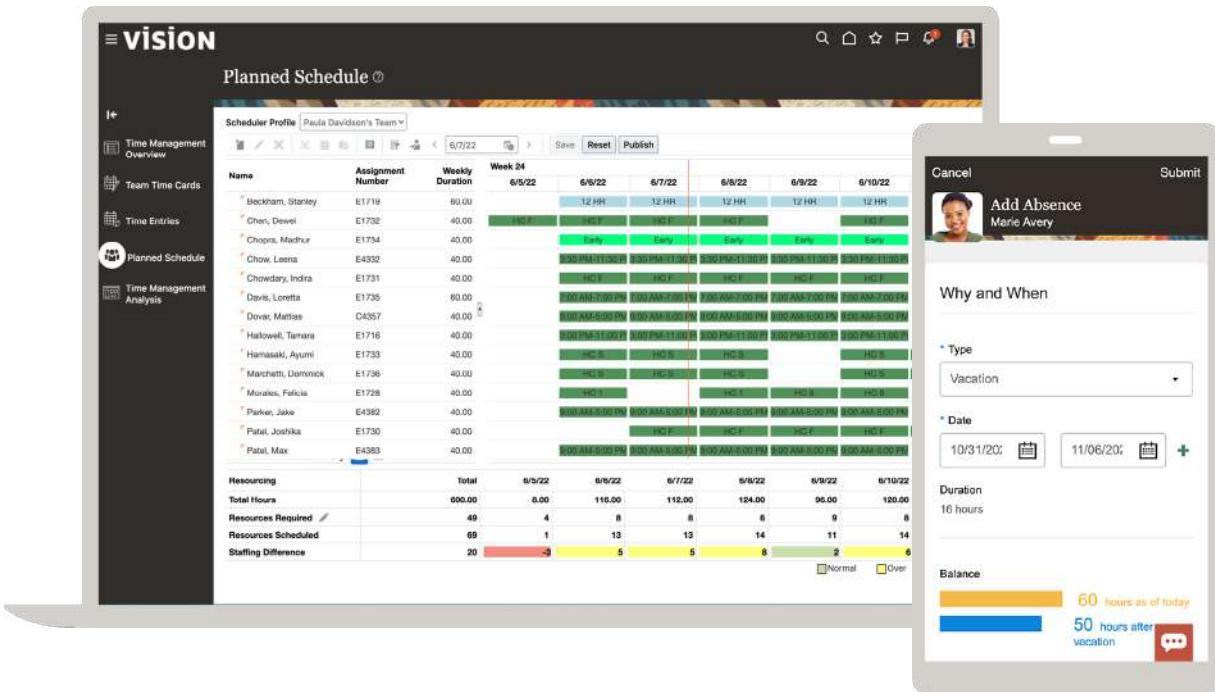

With Oracle HR with Time and Labor, you can:

- Plan schedules and holiday calendars, including rotation patterns and split shifts.

- Give employees access to their schedules, planned absences, and holiday information anytime, on any device, with the freedom to manage their time to meet their work-life balance needs.

- Provide managers with visibility into their workers' availability to help them control labor costs.

- Ensure work shifts are always covered, even across multiple locations, all from a single system.

Work-life balance

Oracle Absence Management helps you provide hourly deskless workers with best-in-class paid-time-off plans and flexible benefits to foster work-life balance and wellness.
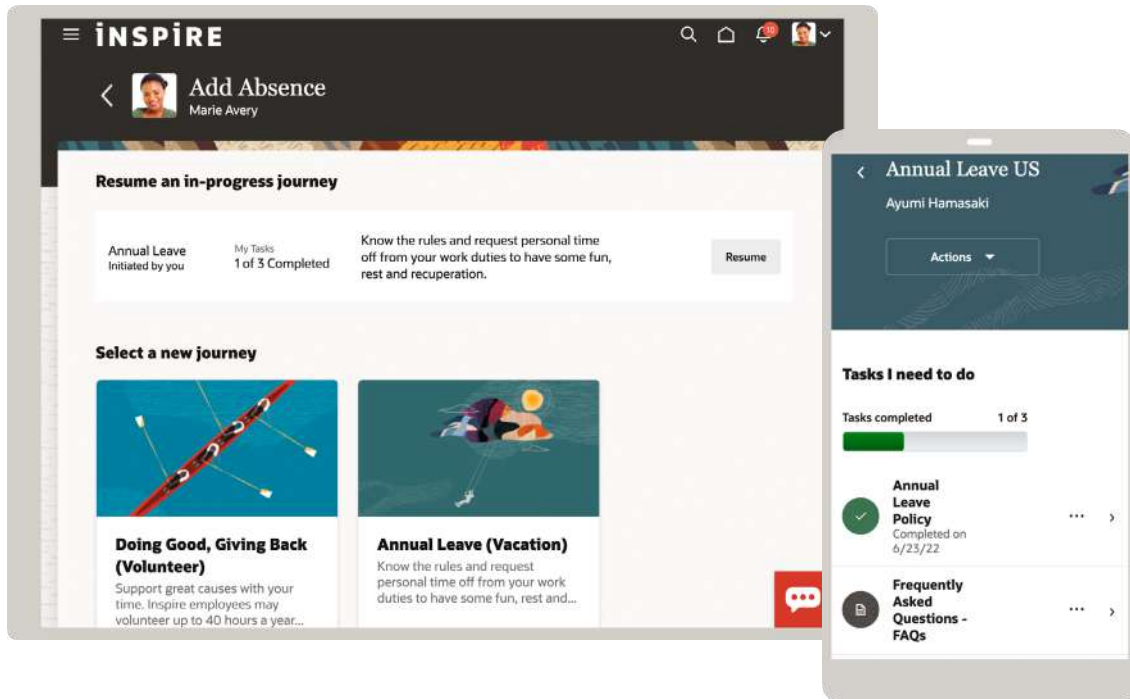

With Oracle Absence Management, you can:

- Allow workers to cash out absence balances for extra pay.

- Run leave donation campaigns to enable employees to donate paid time off to coworkers in need.

- Offer compensatory time-off plans where workers can choose to take time off in lieu of being paid overtime.

- Ensure legislative sick leave compliance based on where hours are worked.

Financial wellness

Oracle Payroll Anytime Pay provides a flexible payment option that gives hourly deskless workers access to earned wages in advance of their scheduled payday.
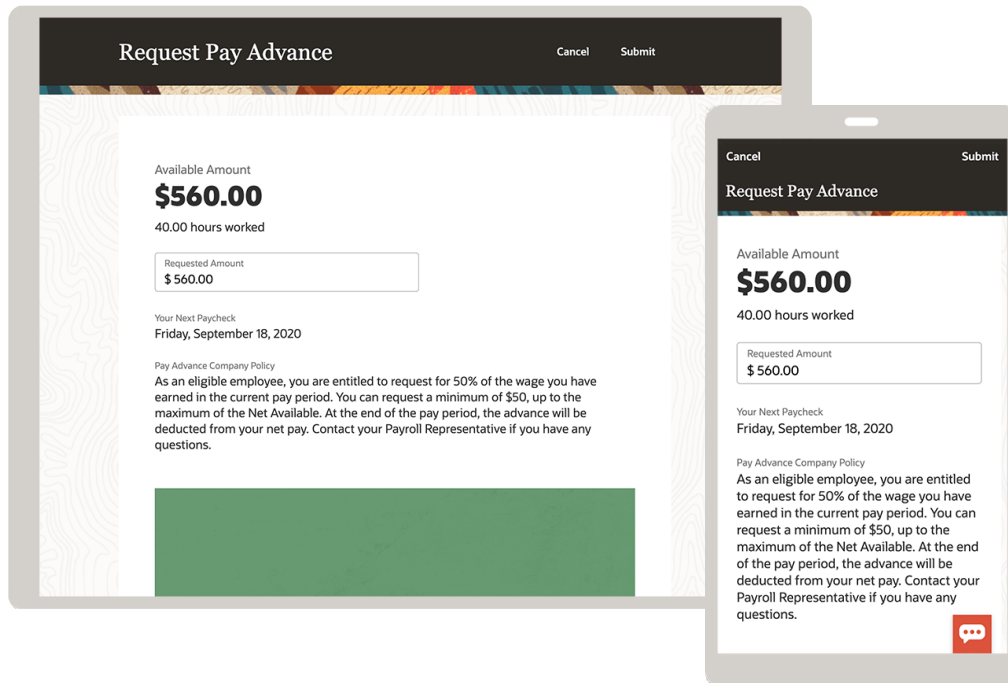

With Oracle Anytime Pay, you can:

- Give workers the autonomy and flexibility to manage their personal finances to meet their needs.

- Help attract and retain workers with a unique financial benefit.

- Pay workers accurately because workforce and time and attendance data are unified with Oracle Payroll.

Workflows with personalized guidance

Oracle Journeys provides personalized tasks and step-by-step guidance to help hourly deskless workers complete any HR activity in one, easy-to-use mobile experience.
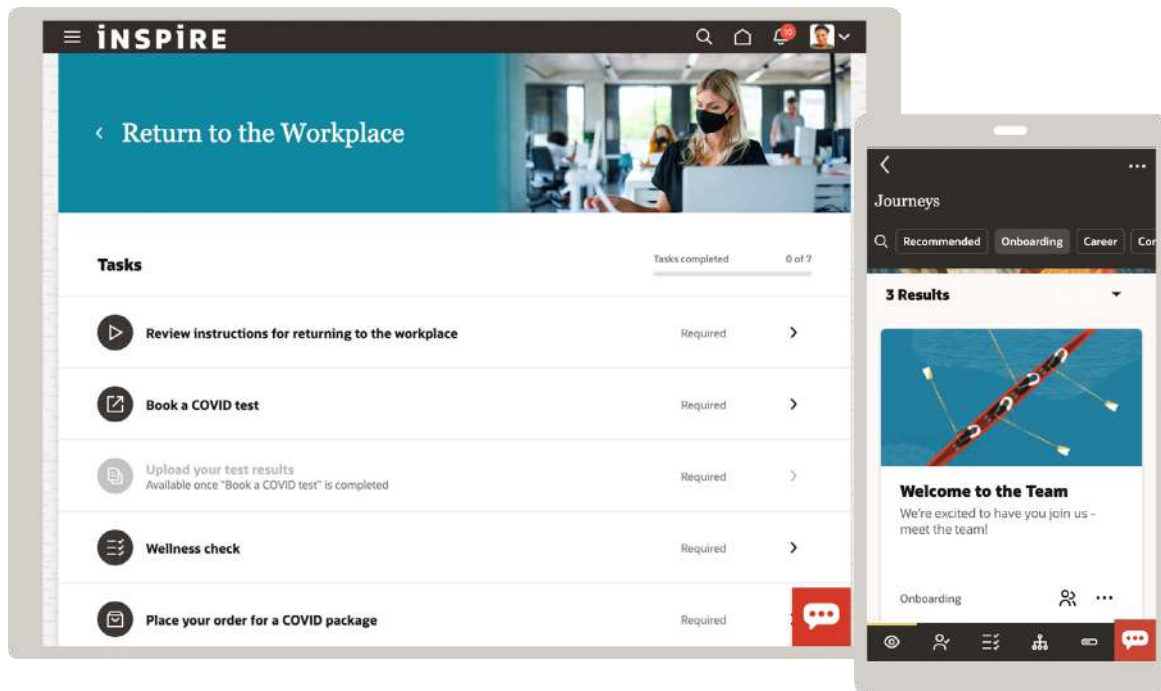

With Oracle Journeys, you can:

- Enable workers to easily find the information they need whenever, wherever, and however they choose.

- Simplify important tasks—for example, transferring to a new location, providing proof of vaccination, or taking a leave of absence — so workers can complete them faster and with less frustration.

- Set up journeys within minutes to support specific needs across the company, all without the assistance of IT or other workflow tools.

- Connect directly to workforce data so that the steps and instructions are tailored to the individual and the experience they get is always relevant.

Voice-powered support

Oracle Digital Assistant is a voice-controlled virtual assistant that employees can use on any device to get quick answers to work-related questions and complete HR tasks.
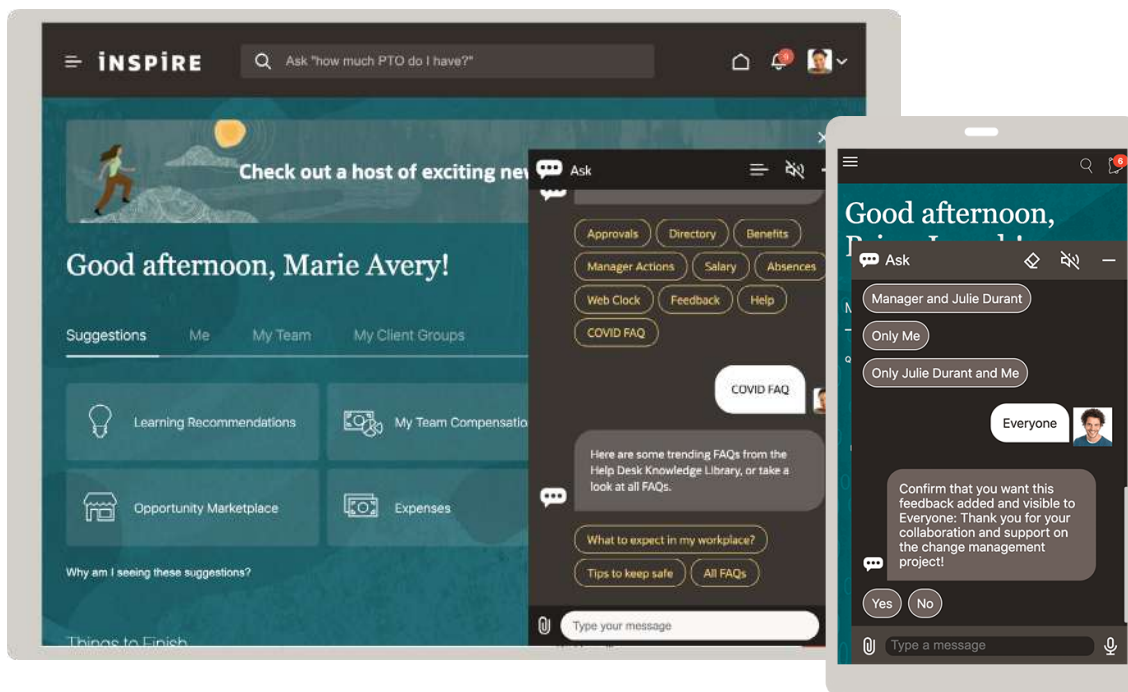
With Oracle Digital Assistant, you can:

- Make it easy for workers to get questions answered, complete tasks, and get back to work fast.

- Give employees step-by-step, on-demand assistance with tasks, providing prompts for the next action they need to take.

- Provide workers with digital access to more than 90 HCM-specific transactions related to benefits, time off, performance, and other areas—more than any other provider.

- Offer deskless workers voice-powered access to easily process expense reports and submit requests in multiple languages, all through channels such as SMS, Slack, Microsoft Teams, Facebook Messenger, WeChat, and WhatsApp.

# Build meaningful connections with coworkers, managers, and the company

Deskless workers may not have the same opportunities as deskbound workers to interact in person with their coworkers or manager. Additionally, the variety of roles and locations can make it harder to feel connected to their company's culture or purpose. Without personal connections, they may feel unrecognized and undervalued, which can make it easier for them to leave.

HOW ORACLE DELIVERS

- Coworker connections and recognition
- Active listening and support
- Targeted communication

Coworker connections and recognition

Oracle Connections is a highly visual, intuitive employee directory that pairs your organization chart with personal profiles.
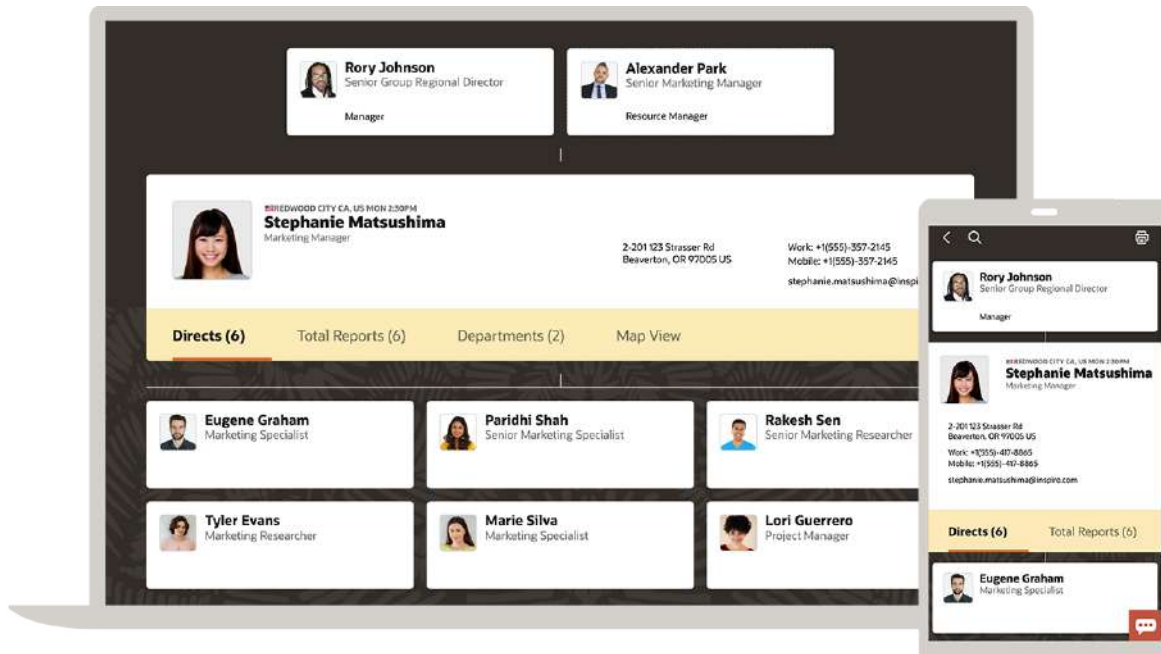

With Oracle Connections, you can:

- Find and connect with coworkers who have common interests, which can lead to a greater sense of belonging and relationships that increase opportunities for internal mobility.

- Let managers access information about their team members' backgrounds, interests, skills, and aspirations from any device.

- Share recognition on others' profiles when they've done something outstanding to improve employee morale.

Active listening and support

Oracle Touchpoints is an employee listening tool that helps managers continuously capture employee feedback through pulse surveys that can be delivered on a mobile device. Managers get easy-to-understand insights into how their team members are feeling about their jobs and can respond in the moment by taking recommended follow-up actions.
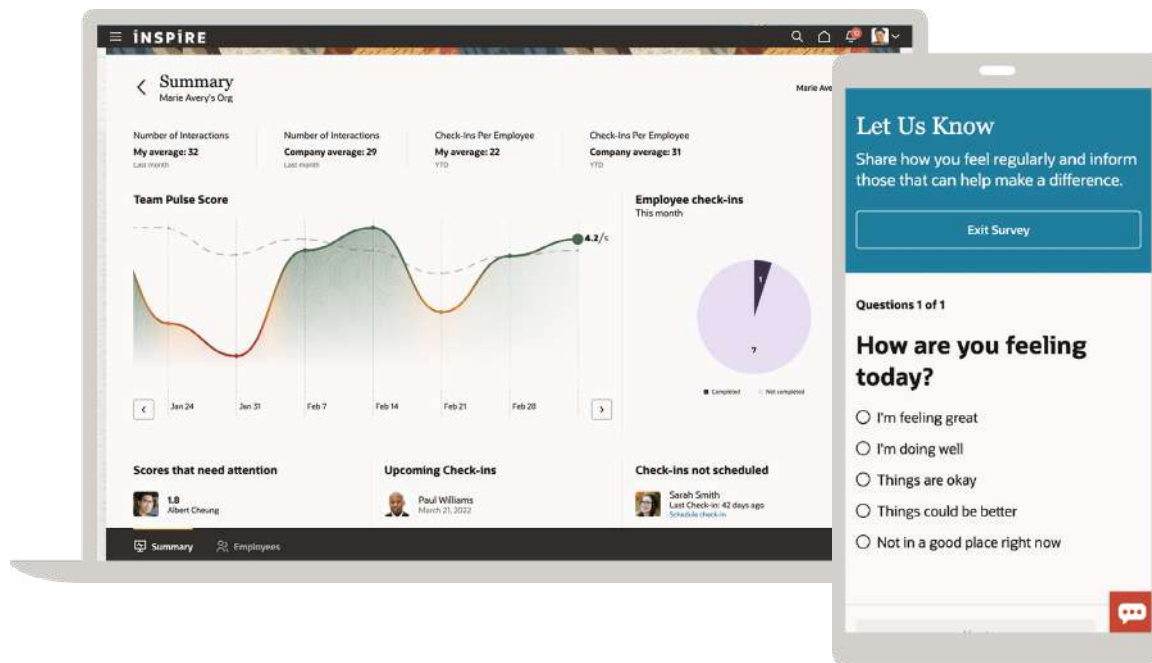

With Oracle Touchpoints, you can:

- Trigger notifications for managers that suggest actions to take based on employee feedback, such as scheduling a check-in or coaching session or celebrating the employee's work anniversary.

- Save time with notifications that are linked directly to the recommended task, promoting immediate action.

- Help managers keep track of how their employees are feeling about their jobs with easy-to-understand insights into employee sentiment and make it easy for them to respond to feedback with meaningful and timely actions.

- Give managers a quick and natural communication channel to help build trust with their team members, even when they aren't face-to-face on a regular basis.

Targeted communication

Oracle HCM Communicate is an employee outreach solution that allows HR teams to send highly targeted email communications based on location, job category, seniority, and other employee attributes.
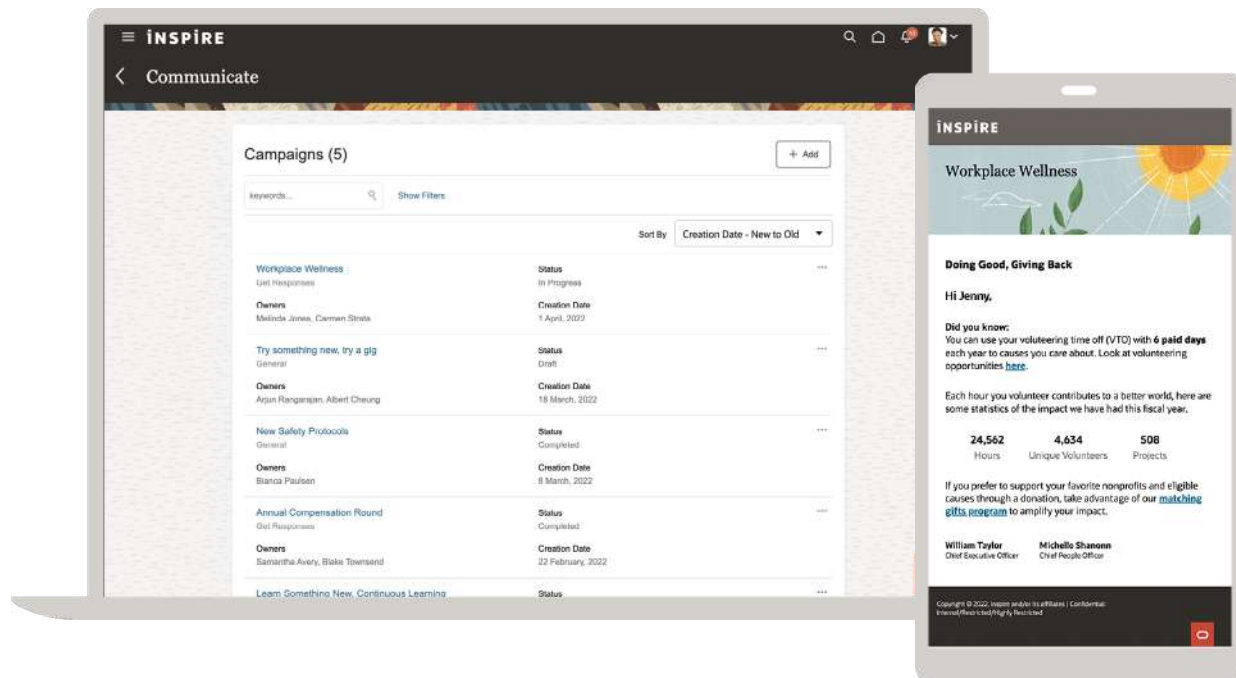
With HCM Communicate, you can:

- Send personalized communications and deliver messages to the most relevant worker or group of workers.

- Communicate through a tool exclusively owned and managed by HR so that messages go out to the right groups of workers at the right times.

- Measure email open and click rates and retarget those who need a reminder to take a certain action.

- Build connection and trust between workers and the company through communication that's always relevant.

Promote growth and opportunity

Deskless hourly workers have historically been given fewer opportunities to advance in their careers. Employers who don't invest in the growth and development of their hourly deskless workers are more likely to lose them to competitors and face high replacement costs.

HOW ORACLE DELIVERS

- Internal job and career posting
- Intelligent learning platform
- Skills assessment

Internal job and gig posting

Oracle Opportunity Marketplace offers employees multiple ways to grow by displaying job postings, volunteering options, and internal gigs (short-term opportunities) in one place.
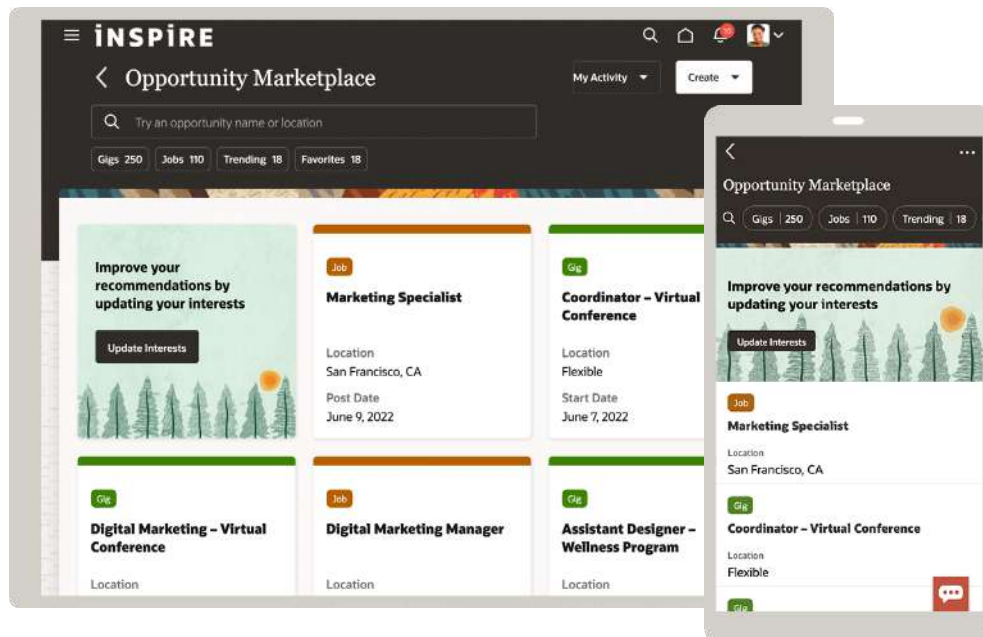

With Oracle Opportunity Marketplace, you can:

- List job postings and internal gigs in one place, providing workers with a one-stop shop for exploring new opportunities.

- Offer workers the opportunity to grow their skills, expand their network, and apply their expertise to advance your company's goals.

- Encourage employees to stay with your organization longer by providing them with tools that promote professional growth and development.

Intelligent learning platform

Oracle Learning offers continuous access to compliance and skills-driven training anytime and anywhere through online and offline mobile courses.
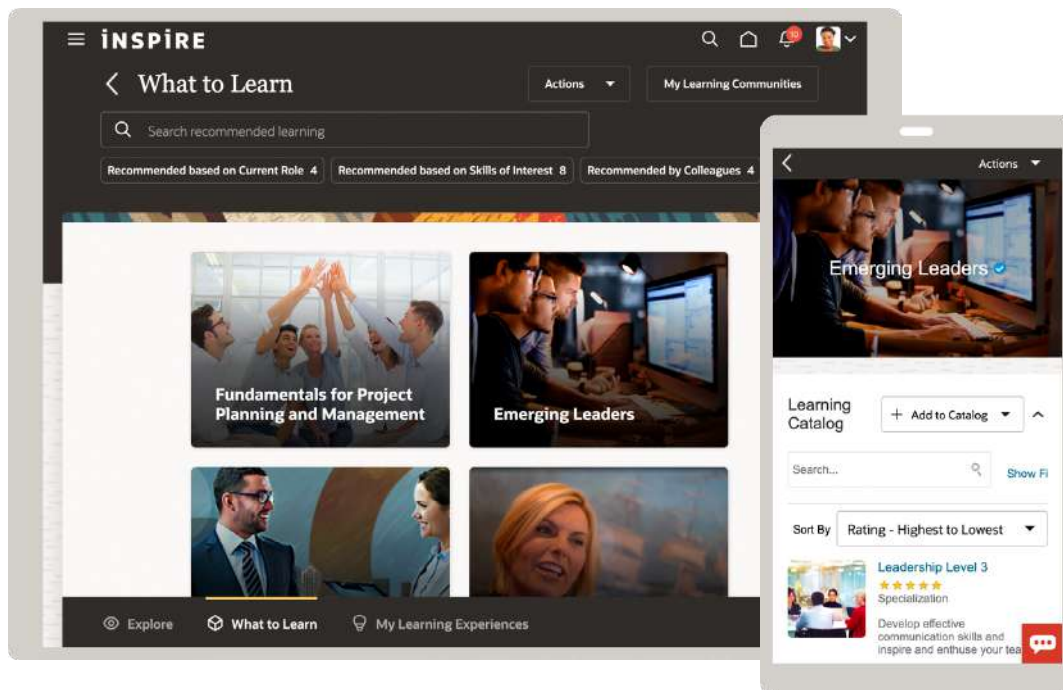

With Oracle Learning, you can:

- Enable your workers to discover what they want to learn via an easy-to-use personalized homepage, view and launch mandatory learning programs, continue any developmental courses they have enrolled in, and review learning recommendations from the system, managers, and peers.

- Offer your workforce a breadth of courses to help them get the skills they're most interested in via microlearning—a way of teaching and delivering content 24/7 in small, specific bursts in a variety of ways, such as on mobile devices.

- Reduce internal skills gaps with a personalized learning solution that reduces compliance risk and empowers workers to advance in their careers.

- Easily import content from external sources such as LinkedIn and Skillsoft.

Skills assessment

Oracle Dynamic Skills provides a centralized place for employees and managers to manage skills and recommend actions to drive personal and organizational growth.
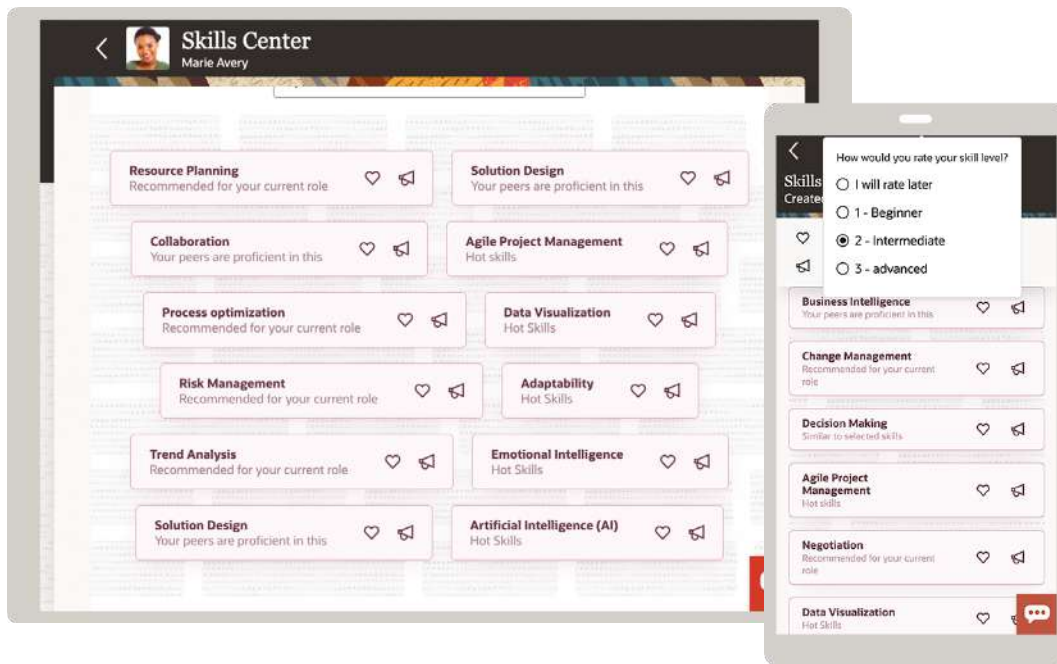
With Oracle Dynamic Skills, you can:

- Detect, track, and analyze employee skills to continuously drive personal and organizational growth.

- Keep workers engaged and feeling productive in the workplace by providing them with opportunities to develop their skills.

- Identify skills gaps and initiate critical reskilling and upskilling activities to support your strategic goals.

Prioritize health and safety

Health and safety have always been a priority in hazardous workplaces. Many HCM solutions have features that help manage the aftermath of health and safety incidents, but Oracle delivers solutions designed to also prevent incidents from occurring.

HOW ORACLE DELIVERS

- Incident reporting
- Intelligent web clock
- Workplace safety
- Embedded risk management

Incident reporting

Oracle Workforce Health and Safety provides organizations with the ability to manage environmental health and safety incidents effectively and simply.

With Oracle Workforce Health and Safety, you can:

- Help prevent potentially costly incidents using data on near misses, unsafe conditions, or unsafe actions.

- Easily report incidents from any device with prebuilt templates and fields that autocomplete based on the worker's role.

- Gain better visibility into the attainment of safety objectives, and act on detected incident trends or patterns.

Intelligent web clock

Oracle Time and Labor's intelligent web clock allows hourly workers to answer pre-shift questions, such as health and fatigue management screenings, right before clocking in for work.
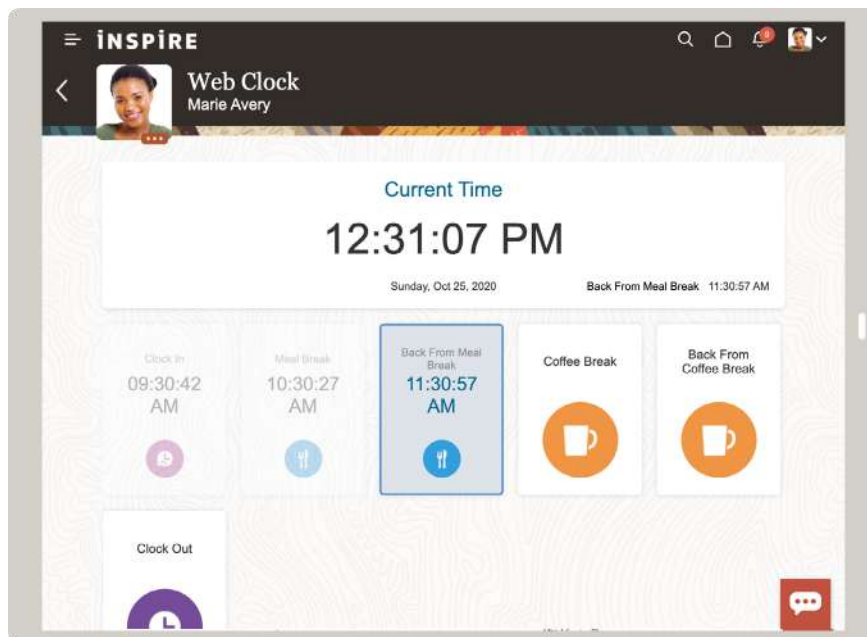
With Oracle Time and Labor's intelligent web clock, you can:

- Let employees access an intelligent clock right from their mobile device so they don't have to touch shared devices.

- Automate meal and break, health, and fatigue attestations, and gather employee sentiment in the moment.

- Accommodate mobility in the workplace by tracking intraday transfers to different locations, jobs, positions, and departments throughout the day.

- Provide location-based access to ensure employees can only use the web clock when they're connected to the onsite network and using a known device.

Workplace safety

Oracle Fusion Cloud Internet of Things Intelligent Applications uses sensor data from employee wearables to monitor worker movement in real time to prevent unsafe acts, such as entering hazardous or unauthorized areas or operating equipment without proper licenses or up-to-date certifications.


With Oracle IoT Intelligent Applications, you can:

- Leverage process automation, geofencing, adaptive intelligence, and mobile devices or wearables to automate and streamline workplace safety.

- Increase workplace safety by minimizing near misses and unsafe acts before they escalate into major incidents.

- Provide real-time communication when a potential hazard arises to help keep workers safe, reduce response time for accidents, and monitor compliance.

- Create a culture where workers feel cared for through proactive communications that promote safety measures.

Embedded risk management

Oracle Advanced HCM Controls continually monitors user activity to quickly identify policy violations and minimize access to risk by ensuring any new user granted sensitive access is promptly reviewed and certified.
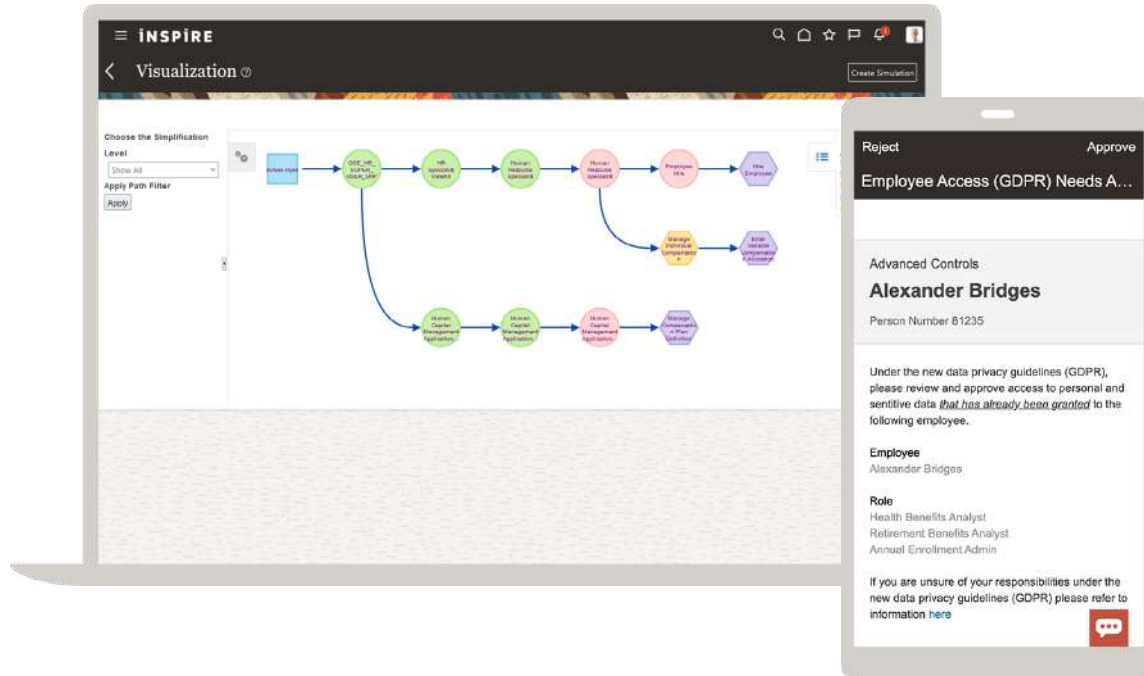
With Oracle Advanced HCM Controls, you can:

- Streamline workflows by routing based on manager hierarchy and/or designated process owners for authorization or approval.

- Minimize access risk by ensuring any new user granted sensitive access is promptly reviewed and certified.

- Continuously analyze every user's security configuration and monitor user activity to quickly identify policy violations.
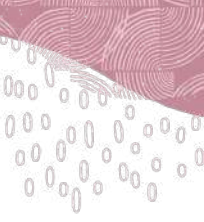
At Oracle we're committed to delivering innovation that helps our customers meet and exceed their employees' evolving expectations. With the right tools, your employees will feel empowered in an environment of continual change so they can be their best, and your organization can thrive. Oracle can help you promote control and flexibility, meaningful connections, growth and opportunity, and health and safety to support your workforce, wherever they may be.

Learn more