

# CriticalRiver Helps Technology Manufacturer Transform Global HR Processes with Implementation of Oracle HCM Cloud

CriticalRiver's high tech manufacturing customer was looking to transition from its on-premise SAP HR system to a cloud-based solution that would enable it to support a global workforce, lower IT costs, push more control to the users, offer employee self-service, provide enhanced security and improve reporting and data analysis. Another goal was to move away from heavily customized software and processes and take advantage of HR best-practices inherent in the cloud solution.

## Solution

CriticalRiver partnered with the customer on a global implementation of Oracle HCM Cloud and Taleo. Solution components included:

- Oracle HCM cloud to support recruiting, onboarding, training, time tracking, compensation and performance management
- Full integration with 3<sup>rd</sup> party providers such as ADP Payroll and Kronos
- Implementation of Oracle best practices with minimum customizations
- Employee and manager self-service capabilities
- Migration of current and historical data
- IT and end-user training
- Country-specific, role-driven security and access

## Benefits/Results

- Drastic improvement in HR efficiency driven by a shift from manual tasks to online/automated tasks within the cloud-based solution
- Single source of truth for human resources data
- Self-service capabilities that enable line managers to make system updates
- Better user experience for employees, managers and HR team members resulting in higher end-user adoption
- More accurate data and insightful reporting and analysis
- Reduced dependency on IT team and significant infrastructure cost savings
- More effective online learning and development capabilities
- Significant reduction in the turnaround time for implementing new business processes
- Enhanced security and role-based system access

Customer Profile: This high tech company manufactures, markets and globally supports semiconductor wafer processing equipment used in the fabrication of integrated circuits.

## High Tech / Semiconductor

Industry: High Technology

## Oracle Cloud Components:

- HCM Cloud (Global HR)
- Talent Acquisition Cloud (Taleo)
- Learning Management Cloud
- Workforce Compensation Cloud
- Goal Management Cloud
- Performance Management Cloud
- Integration Cloud

## Customer Feedback:

“CriticalRiver has been key to our successful transformation to Oracle HCM Cloud. We now have an HR solution that enables us to better serve our employees across the globe.”