CriticalRiver Helps a Leading Semiconductor Manufacturer Eliminate Redundancies, 25% Reduction in Man Hours, 50% Reduction in System Support Man Hours by Implementing Oracle Integration Cloud

A leading semiconductor manufacturer maintained employee data in HCM Cloud, EBS for financials, and SCM for procurement and manufacturing. The company was looking for Oracle Cloud Integration to bring employee data originating in HCM Cloud into EBS to facilitate approval processes to eliminate duplicate data entry and data discrepancies between the systems.

Solution

CriticalRiver partnered with the customer on an organization-wide implementation of Oracle Integration Cloud to provide real-time employee data transfer from HCM Cloud to EBS, eliminating manual intervention for data sync between the two systems. The solution component included:

- Implementation of Oracle Integration Cloud to integrate multiple systems such as HCM Cloud and EBS

- OIC integration adaptors instruct HCM Cloud to look for the new record at set time intervals, and when new/updated records are found, the script copies all required data entered for those records into an Oracle staging table

- OIC will then run a scheduled job to check the staging table for new data, perform pre-validation on the data, and create/update employee details in Oracle EBS

- This enabled streamlining of process approvals for purchase orders, procurements, and expenses to eliminate data discrepancies

- Data transfer between HCM Cloud and EBS eliminated manual intervention and automated the processes

Benefits

- The company experienced 700 fewer required manual data entries/adjustments per month, resulting in a 25% reduction in man hours

- System support man hours reduced by 50%

- System sync update time reduced by one week

- The data processing done in real-time now, saving time for both finance and HR

- Reduction in time to complete a business transaction or process

- Increase in employee/partner/customer satisfaction

- 25% efficiency/productivity improvement in both Finance and HR processes

- Risk reduction for future projects due to standardized architecture and processes

The customer is a leading provider of advanced, high-performance process control metrology and inspection solutions used primarily in the semiconductor manufacturing industry, as well as in the fabrication of other solid-state devices and components in the optoelectronic, LED and storage industries, and in the industrial, aerospace and scientific research markets.

Industry: High Technology

Solution Components:
- Oracle Integration Cloud

Customer Feedback:

"Our engagement with CriticalRiver enabled us to eliminate redundancies between systems, streamlined the processes, saved 700 fewer required manual data entries/ adjustments per month, resulting in a 25% reduction in man hours and a 50% reduction in system support man hours and empowered us to grow manifold levels"

ORACLE Gold Partner Cloud Standard