HR - A STRATEGIC PARTNER
Evolution in the adoption of Human Capital Management systems

FUTURE READY SYSTEM FOR AN INSPIRED WORKFORCE

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Abstract

Organizations stand at the beginning of a new era in Human Capital Management (HCM) technology. In part, this is due to a shift in focus as we move beyond the “traditional” approach to technology investment that centers on ERP and improving business processes. This is, of course, a necessary development as HCM has largely been ignored as an area of technology innovation. Now, with more dynamic business models and the aspiration to meet business demands at a global level, organizations fully appreciate the need to nurture, retain and enhance their talent pool to achieve the strategic mission.

Why is HR Gaining Attention?

Organizational success, to a large extent, is based on a workforce that is high performing, motivated and uniquely knowledgeable. As a result, CXOs increasingly view their people as the big differentiator in a highly competitive business environment. With most organizations already having sophisticated business processes, the next logical step is to ensure that they also have access to the best people to make sure those business processes run smoothly and efficiently. The biggest question many organizations face today is: How to find the right talent to stay on the growth path?

To do this, organizations are in search of enhanced human resource capabilities - systems, applications, cloud services and internal processes required to get the most out of employees, and to get new ones on board who can perform to the best of their capabilities. Chief HR Officers are gaining more executive attention, and in turn, are expected to come up with new strategies for developing, attracting and retaining human capital. They are looking to replace outdated HR practices and infrastructure with modern HCM capabilities.
HR Technology Market Trends

Today, organizations are looking for multiple ways to invest and modernize their Human Capital Systems so as to differentiate their talent pool with respect to competition.

Retaining Talent

While organizations try to retain and reuse their existing talent pool, many others are adopting innovative ways to attract them. Business imperatives require continuous exercise to reuse existing talent in new ways towards organizational strategy. Tapping onto existing talent who understand the cultural aspect of working for organizations is critical in this journey. To retain talent and to find a new one is a big challenge.

Aging HR Systems

Budget cuts have led organizations to carry on with legacy systems and outdated technologies for longer than they would have liked, with the result that there is lack of the required technological expertise. The current HR systems act more as employee record-keeping system and have limited capability to interact with employees and external systems, or help HR managers make decisions.

Modern HR Is Accessible On Cloud

There are several cloud HCM systems available in the market that provide greater flexibility compared with legacy systems. These provide opportunities for organizations to perform multiple activities with a reduced TCO.

Leveraging Social Media and Analytics

Modern HR systems can be plugged into multiple social media networks to help HR get better insights into their employees and to maintain an engaging platform for generating and attracting the best available talent. Also, with the adoption of analytics, new age systems are able to handle complex data as well as provide better dashboard and scoring capabilities (on department KPIs) aligned to the goals of the organization.

Mobility a Key Factor

Employee profiles across industries are evolving. With millennials quickly becoming critical success factors for businesses, enabling mobility becomes paramount for HR organizations. With almost every hand today having a mobile connectivity, mobile devices are key drivers where an individual is taking most decisions, be it quick access to data, drive decisions using dashboards, or compare available talent profile within the enterprise. Also, spot feedback is gaining importance and with cloud and social media already playing a key role, mobility is one of the key drivers which make an organization adapt to latest technologies.

Challenges faced by HR

Business strategy directs the pace of change and when senior management wants to move fast, HR will increasingly be expected to move even faster in getting the right talent, organizational culture and working processes in place to ensure the success of new initiatives.

However, HR has long been at the back of the queue for IT system upgrades, leaving it to struggle with software systems that date from the late 1990s or early 2000s. Those same systems are predominantly administrative and transactional in nature, leaving the HR function ill-equipped to play the strategic and advisory role that CXOs now expect of it.

Without new systems capable of creating, managing and developing an agile and global workforce, and without data to provide accurate insights into skills, talent and risks, HR will find it hard to break free of traditional, administrative roles.

The market trends of HR technology are driving more complex Human Capital Management. Today, challenges are faced in:

- Responsiveness to talent needs and execution of forward-looking talent strategy
- Complex employee policy
- Customized benefits
- Dynamic career plans
- Flexibility
- Collaboration/Insights
- Social

Oracle HCM Cloud: A Cloud-based HR System for The Modern Enterprise

Oracle HCM Cloud is a complete and modular suite of HR applications for the new era of business. The result of five years of consultation and co-development with more than 1,700 HR professionals and industry experts, it combines administrative and strategic functionalities in a single, powerful and intuitive software system.

Oracle HCM Cloud offers the following benefits to organizations looking to modernize the HR function quickly and cost-effectively.
**Cloud-Based Software**

Oracle HCM applications are available on cloud, providing significant advantages in terms of speed of implementation and cost effectiveness. With no infrastructure required, Oracle HCM Cloud can be up and running fast with no capital outlay.

**Comprehensive Functionality**

Oracle HCM Cloud has everything that the modern HR function needs to manage day-to-day HR processes and provide valuable, strategic support to employees, managers and senior management. Key functional components of Oracle HCM Cloud include:

- **Global Core Human Capital Management**: A single, global system of record with country-specific capabilities that enable regional operations and local compliance. Oracle Global Core HR comprises fully integrated modules to manage employee records, payroll, benefits and workforce lifecycle management.

- **Workforce Service Delivery**: An advanced set of social, collaborative applications that enable each employee to access relevant HR information for their role, experience, language, and operational requirements. Oracle Workforce Service Delivery includes Oracle Network at Work, an internal social network that enables employees to create profiles, find and collaborate with other people within their organization.

- **Talent Management**: Oracle HCM Cloud Talent Management enables organizations to create an outstanding employer brand and to attract, retain, and motivate a superior workforce. It includes powerful, modern functionality for recruiting, goal management, performance management, talent review and workforce compensation.

- **HR Analytics**: Oracle Human Resources Analytics provides HR professionals and line managers with all of the information and insights they need to run their business. Embedded analytics, dashboards and reports provide real-time visibility into key metrics and measurements from key HR and financial systems, for fast, informed and accurate decision-making.

**Continuous upgrade**

Organizations running Oracle HCM Cloud automatically benefit from new functionality as soon as it’s rolled out, with minimal impact on the business in terms of budget and resource.

**Advanced Configurability**

Oracle HCM Cloud is highly configurable to the needs, processes, structure and terminology of the individual customer organization, with no need for expensive and hard-to-upgrade customization.

**Enhanced Strategic Capabilities with Oracle HCM Cloud**

With Oracle HCM Cloud, HR directors can quickly gain the capabilities they need to build on the recent economic recovery. Oracle HCM Cloud enables huge advances in the areas of:

**Talent Management**

With the latest functionality for recruiting and internal talent management, social sourcing, employee referrals, talent analytics and extensive capabilities for developing, motivating and compensating employees.

**Employee Engagement**

With comprehensive functionality to support managers and employees in creating meaningful career development plans, setting goals and reviewing performance, tailoring compensation and benefits, finding new and exciting opportunities within the organization, making connections, and rating employees’ profiles with peers, managers and senior management.

**Strategic Insight**

With unprecedented access to data about the workforce and analytics to make that data meaningful, HR directors can contribute to strategic planning and quickly answer questions from senior management on everything - from skills availability and succession planning, to who the organization’s star performers are and who is at a risk of leaving.

Of the hundreds of organizations that have implemented Oracle HCM Cloud on cloud, those that have been able to make the best use of its benefits are those that have worked with an expert partner to identify and implement the best configuration for the organization’s needs.

**Making Rapid Transition to Oracle HCM Cloud with Wipro SprintHR**

We shall now look at how Wipro’s SprintHR methodology is ideally placed to help organizations get the full benefit of Oracle HCM Cloud in a very quick timeframe.

As a co-development partner with Oracle, Wipro has been instrumental in specifying and optimizing much of the functionality that exists within Oracle HCM Cloud. Combined with our widespread expertise in implementing cloud-based software systems and our track record of
One of the great advantages of Oracle HCM Cloud is the opportunity it provides to update HR processes for the modern age. Our experts work with you to review and challenge current business processes, to identify how they can be improved and streamlined. The agreed processes can then be rapidly configured on Oracle HCM Cloud, using our accelerators and pre-configured best-practice templates.

Any HR system is only as good as the data that is in it, especially when it comes to conducting meaningful workforce analytics. Our technical experts will ensure that all legacy data is clean, accurate and up to date before it’s carried on to the Oracle HCM Cloud system.

Wipro SprintHR for Oracle HCM Cloud can help HR directors get the right configuration of Oracle HCM Cloud in the following ways:

**Right Processes**

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**Right Data**

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**Right Implementation Approach**

Using a highly efficient, agile approach, our SprintHR team will work with you to implement, test and refine the Oracle HCM Cloud implementation on an iterative basis, making rapid changes to ensure business needs are met. Once the software is up and running, we will conduct post-go-live tests, training and any stabilization initiatives before handing over a fully working system.

**Right Rollout Schedule**

With Oracle HCM Cloud on cloud, you can either move to the new system in one single switchover or incrementally to suit your business needs and priorities. We will work with you to understand your requirements and to identify the combination of Oracle HCM Cloud modules and functionality that best addresses them. We’ll then develop a rollout schedule that enables you to achieve your goals in the desired timescales, and to ensure that the right project plan and stage gates are in place to ensure everything happens on time.

**Right Approach to Change Management**

Although Oracle HCM Cloud is very intuitive and user-friendly, it is still a powerful and comprehensive enterprise application with many distinct options and functions. Given that it is rolled out in a fraction of the time of a typical ERP application, the accompanying change management program needs to be rapid and effective.

We ensure the changeover is completed smoothly, with regular updates to all stakeholders, rapid feedback gathering and iterative changes to the HCM Cloud configuration, and rapid user acceptance testing. We will then analyze user uptake and take necessary actions to ensure full user adoption of the new system.

SprintHR can help you benefit from a powerful, modern HR and talent management system that is fully configured to support HR professionals, employees, managers and senior management alike in achieving an organization’s goals.

The ability to gain quick access to modern HR functionality gives the organization a competitive edge in terms of being able to attract, retain, manage, deploy and develop the talent needed to address opportunities presented by a recovering economy.
About Wipro Ltd.

Wipro Ltd. (NYSE: WIT) is a leading Information Technology, Consulting and Business Process Services company that delivers solutions to enable its clients do business better. Wipro delivers winning business outcomes through its deep industry experience and a 360 degree view of “Business through Technology” - helping clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, a practitioner’s approach to delivering innovation, and an organization wide commitment to sustainability, Wipro has a workforce of over 150,000, serving clients in 175+ cities across 6 continents.

For more information, please visit www.wipro.com

About the Author

Anand Gupta heads Solution Design and Architecture for Wipro’s Oracle Cloud Apps business. His team has developed the Oracle Fusion competency and go-to-market strategy in areas of Human Capital Management, Finance, Procurement and Projects, and works with customers globally in enabling and maximizing value in their cloud journey across Oracle Fusion product suite.