



CriticalRiver Empowers A Large Petroleum Group with Organizational-Wide Implementation of Oracle HCM Cloud that Streamlined and Integrated the Processes for Improved Efficiency and Increased Productivity

The customer, a large petroleum group comprises of a family of companies that market petroleum products across North America. They provide the best fuels values, superior supply, reliability, excellent convenience goods, outstanding car wash services and high-level, superior customer service.

CriticalRiver was approached to replace a legacy, disparate system, modernize their HR processes with cutting-edge technologies to meet their business goals and objectives.

CriticalRiver's Solution Implementation:

- Implemented Oracle HCM Cloud solution for Applicant Tracking, Onboarding, Absence Management, Performance Management, Goal Management, Compensation Management
- Full integration with 3rd party providers such as eQuest, DocuSign, and TimeCo
- Configured organization-wide data and reporting analysis, making it real-time
- Migrated historical and current data in the new system
- Automated performance management processes and practices
- Simplified onboarding processes with web-based features Self-services system enabled employees to enroll and manage their benefits
- Enabled the payroll processes to pay employees in multiple legal entities
- Transformed their talent acquisition and management processes and practices

Benefits/Results

- Significantly enhanced back-office operations and improved employees, applicants engagement
- Self-service capabilities enabled managers to automate system updates
- More accurate data, insightful reporting and analysis helped make informed decisions quickly
- Swift on-boarding ensured un-hindered work processes, for increased operational efficiency
- Reduced attrition rate increased top talent retention
- Improved and enriching user experience resulted in higher end-user adoption
- Enhanced security features made enterprise-wide environment safe and secure
- Drastic reduction in turnaround time for implementing new business policies and practices
- Reduced dependency on IT team meant significant infrastructure savings
- Overall business processes efficiency, productivity across enterprise-wide operations globally

Company Profile

The customer is a renowned, globally recognized conglomerate group of companies that markets petroleum products and offers the best fuels values, superior supply, reliability, excellent convenience goods, outstanding car wash services and the highest caliber customer service.

Services Components:

- Oracle Recruiting Cloud Service (ORC)
- Oracle Human Capital Management Cloud Service (Global HR)
- Oracle Fusion Benefits Cloud Service
- Oracle Fusion Global Payroll Cloud Service
- Oracle Fusion Absence Management Cloud Service
- Oracle Workforce Compensation Cloud Service
- Oracle Fusion Profile Management Cloud Service
- Oracle Goal Management Cloud Service
- Oracle Performance Management Cloud Service
- Oracle Fusion Talent Review Cloud Service
- Oracle Learning Management Cloud Service (OLC)
- Workforce Health and Safety Incidents
- Interfaces (3rd party system integration)



Cloud Excellence Implementer
North America
HCM Human Resources (Core HR)