



CriticalRiver Helps Business Operational Services Company Transform HR Processes and Reduce Costs with Oracle HCM Cloud Implementation and Support

A leading provider of customized offices and warehouses with business set up and operational services in Dubai was using EBS for their HR processes, and due to EBS limitations, the company was relying on other applications and manual processing.

CriticalRiver partnered with our customer to migrate HCM data from EBS to Oracle HCM Cloud to streamline and integrate HR business processes, give users more control of the system, improve data quality, reporting and reduce infrastructure and system maintenance costs.

The solution included

CriticalRiver was approached to integrate and implement the automation process for the accounting department. After careful study, analysis and valuation of the existing system, CriticalRiver:

- Implementation of Global HR and Absence Management
- A million lines of data conversion and migration from EBS to HCM Cloud
- Development of interfaces to integrate Oracle EBS and Fusion Cloud with HCM
- This interface enabled data transfer to Fusion HCM on the Cloud without manual intervention
- Post-production support
- End-user manual and training

Benefits

- More efficient and flexible HCM platform with optimized processes
- Better user experience for employees, managers, and HR team members resulting in high end-user adoption
- Streamlined absence management helped stakeholders make informed decisions
- More accurate data and insightful reporting and analysis
- Reduced dependency on IT team
- Significant infrastructure cost saving

The customer is a renowned provider of wide-spectrum of services, solutions and products including comprehensive business setup and operational services, warehouses and light industrial units, Government trade, service, and industrial approvals, and licenses.

Industry: Logistics

Solution Components:

- Oracle E-Business Suite R12
- HCM Cloud – Global HR & Absence Management

Customer Feedback:

“CriticalRiver helped us centralize the entire HR processes, eliminated redundancies with Cloud-based Global HR solution that streamlined stakeholders’ engagement driving efficiency and productivity.”

