

# CriticalRiver Helps Technology Company Transform HR Processes and Reduce Cost with Oracle HCM Cloud Implementation and Support

A leading semiconductor manufacturer was searching for a best-in-class, globally-enabled Cloud HCM solution to streamline and integrate HR business processes, give users more control of the system, improve data quality and reporting, and reduce infrastructure and system maintenance costs.

## Solution

CriticalRiver partnered with our customer on an organization-wide implementation of Oracle HCM Cloud and Taleo. Following the initial implementation, the company engaged CriticalRiver to maintain and support the new system. Solution components included:

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

## Benefits/Results

- More-efficient and flexible HCM platform with optimized processes
- 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
- Significant infrastructure cost saving

CriticalRiver's 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.

## High Tech / Semiconductor

Industry: High Technology

### Oracle Cloud Components:

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

### Customer Feedback:

**"With CriticalRiver as our partner, we've accomplished our goal of reducing infrastructure costs while maintaining a more flexible global cloud-based HR solution that better meets the needs of our employees."**