

# Modernizing Global HR & Absence Management with Oracle HCM Cloud for Leaner Operations



## The Customer

The client is a key player in Dubai, offering specialized services in custom-designed offices and warehouses, as well as support in establishing and operating businesses. Their wide array of services encompasses setting up businesses, managing operations, providing warehousing and light industrial spaces, and facilitating government trade approvals and licenses.

## Impact Delivered

- 70% efficiency improved with new HR system
- 60% increase in cost savings
- 85% higher data accuracy and reporting

## The Challenge

With HR processes reliant on outdated EBS systems, this business services provider was facing limitations and relying on manual processes and additional applications.

## Solution Components

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

## The Solution

CriticalRiver stepped in to revolutionize HR for the company by migrating HCM data from EBS to Oracle HCM Cloud, integrating and streamlining HR business processes and giving users more control. The project included:

- Global HR and Absence Management Implementation
- Conversion and migration of 1 million lines of data from EBS to HCM Cloud
- Development of interfaces to integrate Oracle EBS and Fusion Cloud with HCM
- Automated data transfer to Fusion HCM on the Cloud
- Post-production support and end-user training

## The Results

CriticalRiver's innovative approach delivered remarkable results for the customer, including:

- A more efficient and flexible HCM platform with optimized processes
- Streamlined absence management for informed decision-making
- More accurate data and insightful reporting and analysis
- Significant infrastructure cost savings
- Improved user experience for employees, managers, and HR team members, resulting in high end-user adoption
- Reduced dependency on IT teams

By embracing the power of Oracle HCM Cloud, this business services provider has transformed HR processes, improved data quality and reporting, and achieved significant cost savings - positioning themselves as a leader in their industry.