



Oracle HCM Cloud Managed Services

Managed Services for an Oil and Gas Customer

Introduction

BACKGROUND

- *Customer is in Oil & Gas domain.*
- *Migrated their legacy multiple HCM systems into Oracle HCM Cloud*
- *Looking for partner that complies with SLAs on response and resolution time.*
- *Provide Coverage and perform enhancements for Oracle releases.*
- *Builds new reports.*
- *Migrates or performs divestiture as when business units are acquired and divested*

Services offered

- ***Enabled a quick 3-week transition from the incumbent implementor.***
- *Established functional & Technical services for Core, Benefits, Compensation, Recruit, On-board, Performance and Goal Management*
- ***Leveraged Selenium for test automation for regression testing.***
- *Proactively log Service requests with Oracle and track them.*
- *Proactively look up for enhancements in the next release to reduce the enhancement time.*
- ***Leverage the REST APIs for integration and HDIL for data exchange.***
- *Review the security rules and workflow rules for every quarter*

Benefits

- *99% SLA compliance*
- *Little no end-user involvement in Regression Testing*
- *Self-Service ability in OTBI report building.*
- *Secure API and enhanced security*