



A global return for HR

A financial services firm benefits from the Fusion HCM coexistence model

Advisory Services
Oracle Global Practice

20 June 2011

Client's challenge

A leading global financial services company, with approximately 20 million customers and more than 10,000 employees worldwide, found that its human capital management (HCM) system could not keep pace with the complex needs of its rapidly growing global business. Compensation was a particular concern for the company, whose performance-based culture measures compensation based on an employee's contribution to the firm's success. The existing custom system was not designed to measure these results on a global basis, nor could it support a multicurrency compensation program.

The financial services firm knew that updating the existing compensation tool would require costly and time-consuming coding changes – and ultimately prove inadequate. The firm had two choices: either build a new solution from scratch or purchase a new tool that would meet its needs for the next 10 years.

PwC's Advisory solution

When the financial services firm engaged PwC to help it plan and implement a solution, a third option was presented, one that would enable the company to maximize investment in its existing core HCM system while quickly gaining state-of-the-art functionality. Working closely with Oracle's HCM Product Strategy and Development division, PwC developed a project schedule to deploy select Fusion HCM modules using a "coexistence" approach. Coexistence enabled the company to add a Fusion HCM Compensation and Talent Management modules to its existing core HR system using prebuilt integrations.

PwC worked with the financial services firm to design a roadmap, resolve project issues inherent in an early adopter program, and redesign and improve business processes. Our

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team of Oracle experts carefully conducted a business process review and leveraged new technology and application flexibility to make improvements to the HCM system. Throughout the implementation, we worked with the company's managers to facilitate training and deliver a seamless transfer of knowledge to business users. The financial services firm was the first company to implement Fusion HCM using the coexistence model, and PwC provided documentation on business requirements, configurations, and gap analysis, as well as baseline test scripts and scenarios. PwC also leveraged its business transformation expertise to support major process change justifications.

Together, PwC, Oracle, and the financial service firm deployed pilot Compensation Management and Talent Management modules to a targeted employee population that included multiple business units and international employees.

Impact on client's business

The pilot deployment has enabled the financial services firm to more efficiently meet global compensation requirements and streamline performance ratings and compensation processes. Its HR professionals have pared the compensation review process for a pilot group of employees from ten weeks to three weeks. The Compensation module also has empowered managers to make the right compensation decisions based on key information from embedded dashboards and analytics. Increased system integration, automation, and workflow have yielded process efficiencies and reduced manual processes.

Based on the success of the pilot program, the firm plans to deploy additional Fusion Talent functionality, including Performance Management and Social Networking.

For more information, please visit

<http://www.pwc.com/us/en/oracle-implementation/pwc-oracle-strategic-alliance.jhtml>

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