Infosys cobalt

VIEW POINT

DIGITAL TRANSFORMATION WITH ORACLE HCM CLOUD PUTS HR IN THE DRIVER'S SEAT

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The changing paradigm of the HR world

HR organizations the world over grapple with shedding their reputation as a support function and instead assume the role of a strategic enabler to the business. This change in direction was already simmering in the background when the recent pandemic spotlighted it. As a result, HR must provide a richer employee experience and align better with business objectives. More importantly, HR organizations must act now to don this new role else risk being left behind. In fact, experts say that the HR function has no choice but to transform itself.

What does it take to act as an effective partner for both the business and its employees? For that, today's intensely complex and competitive environment mandates that the HR function transform itself into a sentient organization. What are the implications? A sentient organization is attuned closely to the needs, aspirations, and expectations of employees because it can deliver the best experience. The benefits are plenty, starting with enhanced appeal as an employer, higher retention rates, and help organizations remain resilient leading to better business performance.

What are some steps that a sentient HR organization will adopt? At Infosys, we have identified five essential areas for HR transformation.

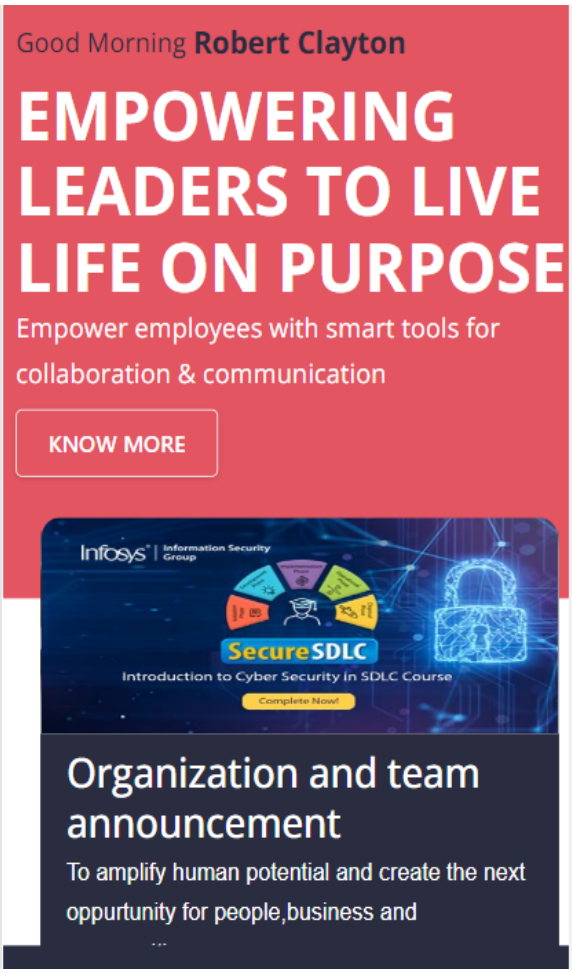
1. Maximize employee potential with interactive employee engagement and best-in-class experience

Gone are the days when an employee was considered a resource for the company to capitalize on. Employees today are on the same footing as customers and demand superior experience. The COVID-19 pandemic proved that engagement and experience were critical in motivating the best performance from an employee and retaining them. A Gallup study shows that an organization where employees are actively engaged outperforms on several important aspects such as attracting and hiring talent, onboarding, performance, development, and retention[1]. They reported 71% referrals, 17% higher productivity, 41% lower absenteeism, and 20% higher sales. No doubt then that HR teams must focus on holistic experiences instead of specific transactions and define employee journeys.

Infosys Employee Experience Platform helps a company provide a holistic employee-centric, contextual experience process that resonates with the digitally savvy employee. Designed to elevate the employee experience, this one-stop solution makes it simple for an employee to process leave, claims and expenses, work schedules, learning, and other service requests. With this solution, organizations can expect a 20% increase in the employee experience index, smart recruitment onboarding solution that accelerate onboarding time by 25%, .

Infosys partnered with an American regional utilities player who sought to provide a great employee experience. A persona-based approach combined with an emphasis on the employee journey and not just the process resulted in a 20% jump in the employee experience index.

> Employees who believe that management is concerned about them as a whole person – not just an employee – are more productive, more satisfied, more fulfilled. Satisfied employees mean satisfied customers, which leads to profitability.
>
> **Anne M. Mulcahy,**
> former CEO of Xerox



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2. Enhance productivity with digitalization and automation

Enterprises realize the link between enhanced employee experience and increased productivity. The next step is to translate that into action. To begin with, HR organizations can automate processes by relying on digitalization. Some candidates for automation or digitization include repetitive tasks like resume screening and candidate shortlisting, issuing offer letters, onboarding new hires and compliance reporting, and self-service portals or tasks where informed decisions must be made. Infosys' experience shows that companies experience 4X times faster onboarding, and ensure higher compliance rates through these initiatives, thus enabling HR Business Partners to focus on strategic business priorities. This thinking was also validated by a recent Infosys study of 1000 senior leaders globally, where 55% of respondents agreed that digital transformation would have the largest impact on workplace transformation[2].

Infosys delivers a basket of automation solutions to deliver enhanced productivity, efficiencies and compliance for recruiters, hiring managers and leadership. These solutions help the Talent Acquisition functions to deliver on key HR metrics such as reduction in Time-To-Fill, Time- To-Hire, Time-in-stage, elevated candidate experience score.

The Talent Screening Advisor by Infosys is an AI-based intelligent recruitment solution. It assesses resumes based on the job description and ranks them in a 9-box grid representing skills and experience. So, the recruiter finds it easier to select the right candidate, reducing the time taken by up to 30%.

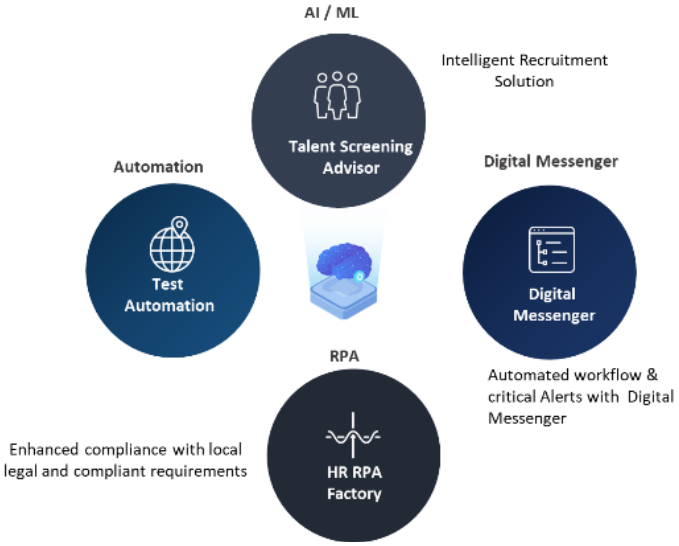
The Integrated Alerts Solution by Infosys is an automated workflow that sends out contextual alerts. For example, it can nudge the managers of an organization to take immediate action on critical approvals, authenticate contracts and documents or it can notify employees on compliance or regulatory matters – there are many possibilities. For a leading Financial services client, the alert capability improved communication, simplified processes, standardized checklists and assisted in reinforcing key messages resulting in "faster time to market" and saved "effort of ~3000 person hours

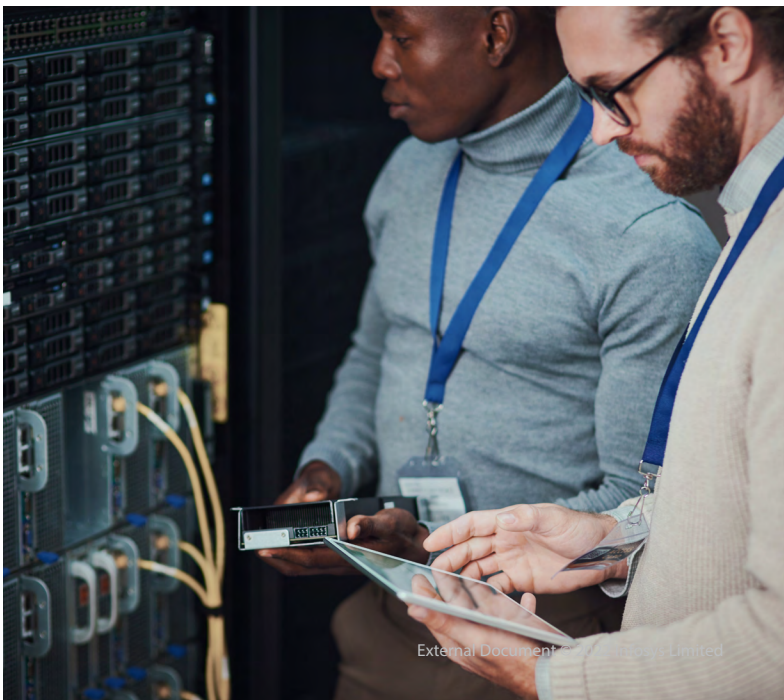
The Robotics Process Automation Tool for HR by Infosys is a process automation tool through which hiring, compensation, and performance-related tasks can be automated and improve efficiencies. Compare this to earlier when every step was performed manually, leading to more effort and more errors. With this solution, up to 25% of efforts can be saved.

Finally, **Infosys Test Automation Framework** has a pre-configured test suite to support hire to retire process for regression testing. This can also be leveraged for accelerating validation during quarterly patches. The Test Automation Framework helps us to reduce cycle time for Testing phase during a project while improving test coverage. This leads to reduction in "Total Cost of Quality" by 10%-15% on average across our client base and increase delivery assurance. helps with solution testing, such as automated quarterly patches.

An American manufacturer of network equipment with a global footprint embarked on a digitization and automation journey to improve employee productivity. By enabling persona-based self-help videos and knowledge articles, paperless requisitions, automated workflows, and manager approvals with Infosys solutions, the company increased HR productivity and efficiency.

> "Employee engagement is the art and science of engaging people in authentic and recognized connections to strategy, roles, performance, organization, community, relationship, customers, development, energy, and happiness to leverage, sustain, and transform work into results."
>
> **David Zinger,**
> employee engagement expert





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3. Acquire new and relevant competencies for today and tomorrow with digital upskilling

According to a LinkedIn study, a huge 94% of employees said they would stay at a company longer if it invested in their learning and development (L&D)[3]. Not only that, 39% of job seekers said professional development was a key factor when considering a potential employer. In addition, over half of L&D executives agree that skill gaps are growing[4]. Surely, we do not need more reasons to reiterate the importance of L&D activities in an evolving environment. The focus of HR should therefore be on the methods to employ to ensure effective learning.

Traditional learning methods will no longer motivate the digital citizens of today. Social and collaborative platforms that are accessible anytime, anywhere hold the key. Also, a significant 95% of HR leaders agree that hybrid work models will drive business transformation[5] and must equip their employees suitably to handle a digital era. The ask today is to deliver learning in the flow of work.

> An organization's ability to learn and translate that learning into action rapidly is the ultimate competitive advantage.
>
> **Jack Welch,**
> former CEO, GE

The Infosys Wingspan platform is a versatile learning solution that accelerates talent transformation by creating an environment for continuous learning. It addresses the key demands of a younger workforce and offers seamless, interactive and gamified learning experiences that are accessible anytime, anywhere and on any device. Plus, it delivers hyper-personalized, relevant, and high-quality content contextualized for defined personas with online and offline access. Moreover, this platform integrates with HR systems to enable tracking and personalization.

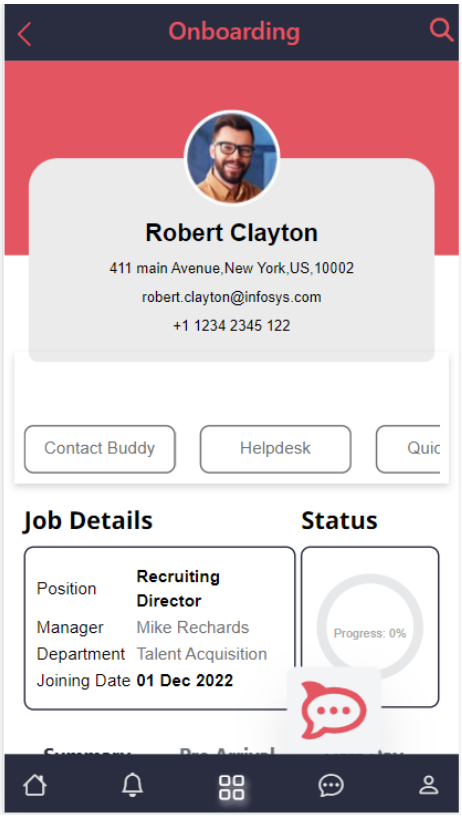
Infosys has successfully harnessed this platform to train its new hires and enabled its employees for digital reskilling and upskilling. Plus, it has captured the interests of many companies and is fast growing. Infosys Wingspan is a mobile-first platform that utilizes gamification methodology and self-help videos and knowledge articles, enabling employees to acquire next-generation capabilities. **Humanize work to define new ways of working with a focus on the employee journey**

It's no secret that workplace stress has increased, especially with the onset of the pandemic. The onus is on HR to make the employee feel at ease in the organization. But there are challenges. Research firm Gartner expects almost 50% of the workforce to continue working remotely even after the pandemic[6]. HR teams must ensure the productivity of a largely remote working population with empathy. For that, they must switch to an employee journey mindset from a transaction-based one. In effect, HR teams must humanize work amidst a dominant digital culture.

> People want to know they matter, and they want to be treated as people. That's the new talent contract.
>
> **- Pamela Stroko,**
> talent management expert

Infosys leverages Oracle Digital Assistance and Oracle Journeys to address these requirements.

Infosys has leveraged the AI/ML-enabled Oracle Digital Assistant to create a conversational experience to deliver a very well-defined pre-configured checklist with a logical grouping of HR events. The employee is no longer required to go through multiple clicks to get the job done. All steps related to the employee journey such as childbirth, marriage, and HR events such as transfers and promotions relocations are built into the chatbot, which alerts the user at appropriate times on the action to take. For example, an employee relocating to a different location can rely on the chatbot to educate him on transactional aspects like changing the address, bank, or benefits.



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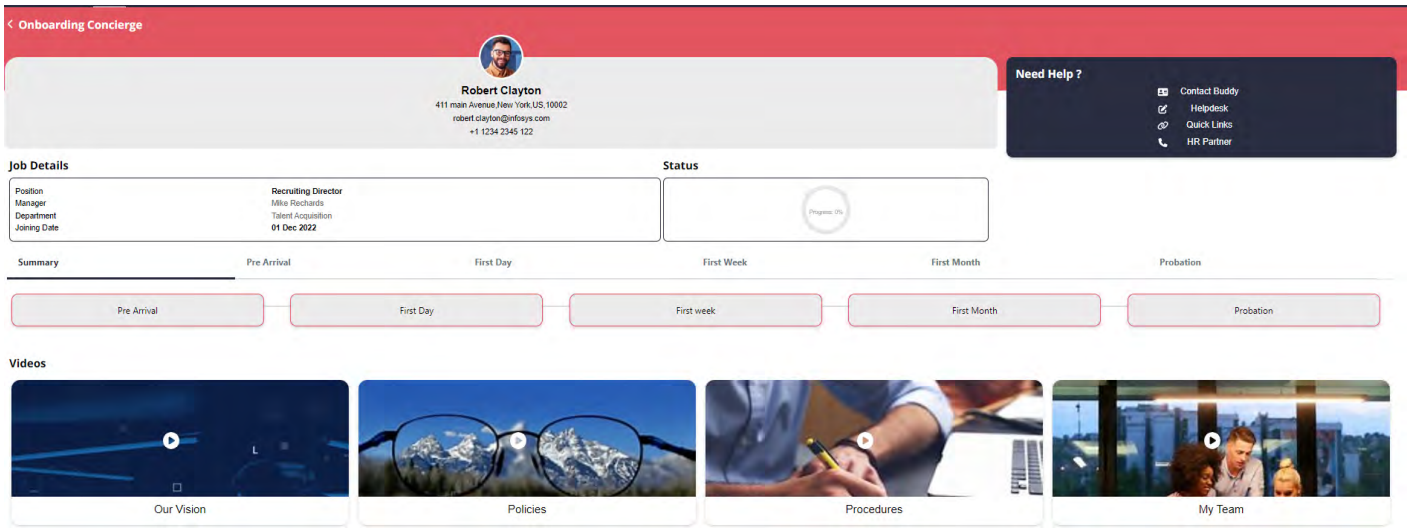
Infosys has used Oracle HCM Journeys to embrace digital technologies to automate onboarding. The smart recruitment solution simplifies the onboarding experience for new hires with persona-based pre-configured checklists. In addition, the solution nudges the employees to complete the pending tasks. Such a solution is of tremendous value in a hybrid work environment.

A large multinational utilities organization partnered with Infosys to augment its remote onboarding process with Oracle Digital Assistance and Oracle Journeys and reduced the onboarding duration by 70% for new hires. . **Transition to high-value HR with people analytics for strategic decision making**



First, computer data and MIS reports gave a picture of what and where the problem happened. Then, it evolved into dashboards that gave insights into the reasons and areas of the problem. The next step naturally was towards identifying patterns using analytics. Today, the intent is to manage better, armed with predictive insights. For example, a company can proactively curb attrition, reduce costs, and strategically contribute to the business. But adoption is low, and it is time that HR gets serious about people analytics. An Oracle global survey revealed that 85% of employees felt their companies were not doing enough to support the workforce[7].

"Always treat your employees exactly as you want them to treat your best customers."
—Stephen R. Covey, American businessman and the widely renowned author of "The 7 Habits of Highly Effective People."

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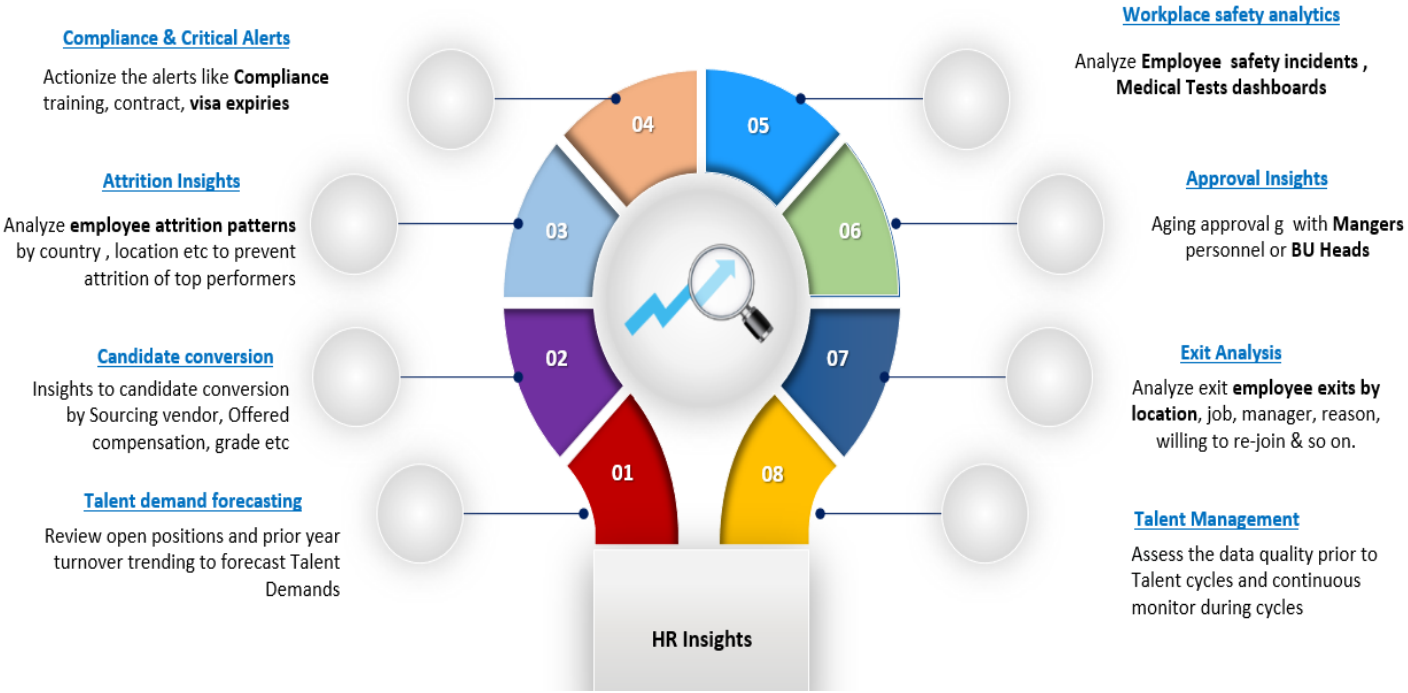
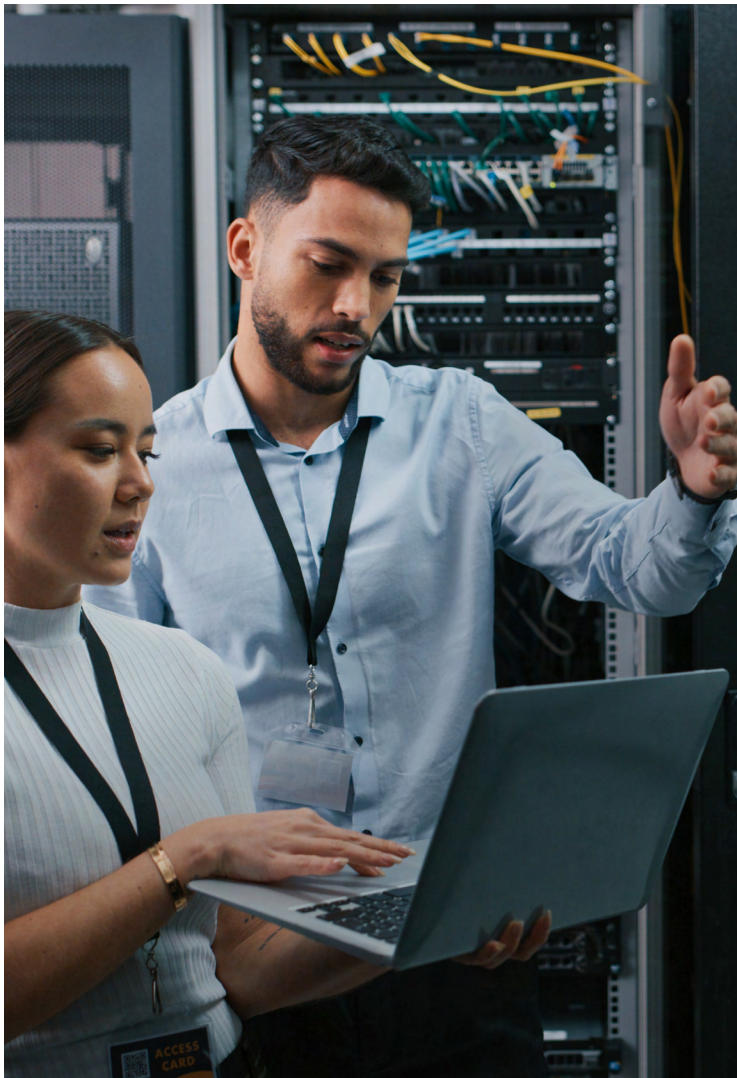
Infosys offers - Infosys People Analytics & Insights

Infosys People Analytics & Insights, an AI-based people analytics solution, has an intuitive dashboard with drill downs and graphs on a diverse variety of insights, including compliance and candidate conversion. This pre-configured solution is built on Oracle and can be easily installed to access value-adding analytics quickly.



The solution generates insights on various HR metrics and KPIs. For example, the CHRO can get insights into recruitment performance by looking at metrics like acceptance rates and time-taken to fill positions by location, department, or manager. The solution provides benchmarks with industry peers, enabling comparative analysis and data driven decision making.

One of the leading professional services firms in the USA used Infosys People Analytics & Insights to track key HR KPI metrics and enable managers to make informed decisions. Some metrics included the team's turnover trend, diversity and inclusion mix, succession readiness, internal talent mobility, and average compensation against market pay. Essentially, the company can determine if interventions are necessary.



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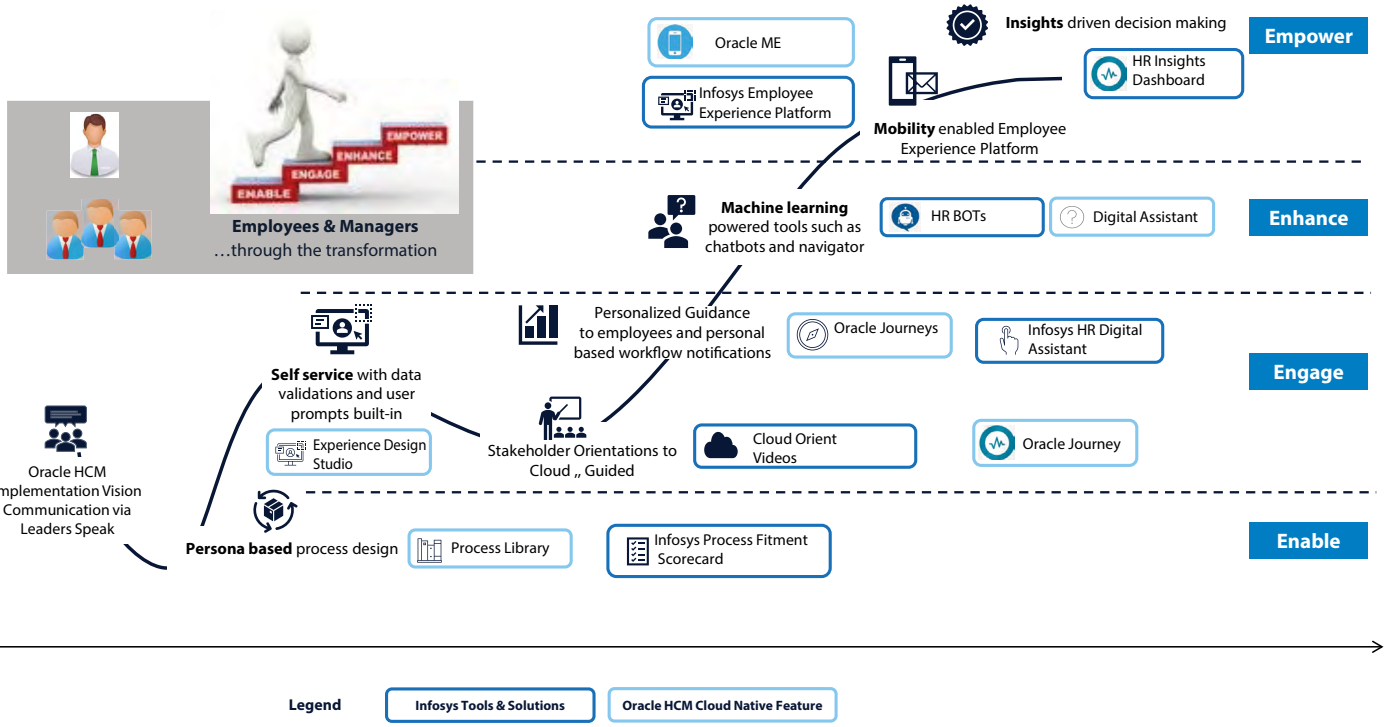
A holistic view of the Infosys portfolio of solutions

Infosys mapped out the entire journey for an employee and manager and identified technology solutions to enable, engage, enhance and empower them through the HR cycle. A holistic approach is possible owing to an amalgamation of Oracle HCM Cloud ably propped up by Infosys tools and solutions. Infosys has carefully crafted solutions at every stage that are most relevant to maximize outcomes.



Take the first stage of enablement when companies embark on Oracle HCM Cloud. Infosys Cloud Videos provides an orientation to the clients on the key business process (hiring, transferring, and compensating talent) on Oracle Cloud. These video snippets accelerate the understanding of the cloud-delivering processes before they embark on their transformation journey.

Similarly, Oracle offers the Experience Design studio in the engaged stage that allows the employees to personalize and organizations to enable enterprise branding. To this, Infosys brings pre-configured industry-relevant journeys that provide guided navigation across HR events.

Infosys has amplified the conversational UI solution on Oracle's Digital Assistant framework. This solution communicates and guides employees on their queries to manage their day in life tasks anytime and anywhere; thus improving productivity and reducing dependency on HR partners.. .,

The last stage of the HR Cloud journey culminates in empowerment. For the employee, this implies taking control of HR actions such as leave or recording expenses or performance anytime, anywhere. Oracle Me platform is mobile enabled to satisfy these requirements. Infosys HR Digital Assistant takes it further by contextually generating integrated alert workflows and messages.

In this way, Infosys differentiators powered by Infosys Cobalt and Oracle provide a value-enhancing two-in-a-box solution for the HR Cloud journey.

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Final thoughts

There's never been a better time for HR organizations to get on the digital path. As the employee-employer relationship changes, digital tools can provide valuable support in restoring balance and ensuring that both parties derive the maximum benefits. The Oracle HCM Cloud and Infosys portfolio of solutions are a powerful combination that can propel the HR function on a path where they can be competitive and effective.

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He has 28+ years of total IT experience including 20+ years of experience in Portfolio Management, Practice management, Service Delivery Management, Account management, & Competency building, Presales management. Sameer's expertise includes development of new solutions, and accelerators that add business value to clients and develop assets that are differentiator to practice, develop Go-To-Market strategy and marketing strategy for the HCM practice Participate in leading analyst briefing for Gartner, Forrester, IDC, Everest. Sameer has a Bachelor's in Engineering in Computer Science and is a PMP certified Program Manager.

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He has 21+ years of experience in delivering HCM programs to various customers across the globe and has played various roles such as Functional Lead, Solution Architect, Program and Portfolio Manager in these programs. Alok's expertise include end-to-end Digital HCM Transformations including Strategy & Roadmap preparation, Business Process Architecture, Value driven transformations and setting up Next Gen AMS for customers in his portfolio. Alok has a master's degree in Technology from Indian Institute of Technology, New Delhi.

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Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

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