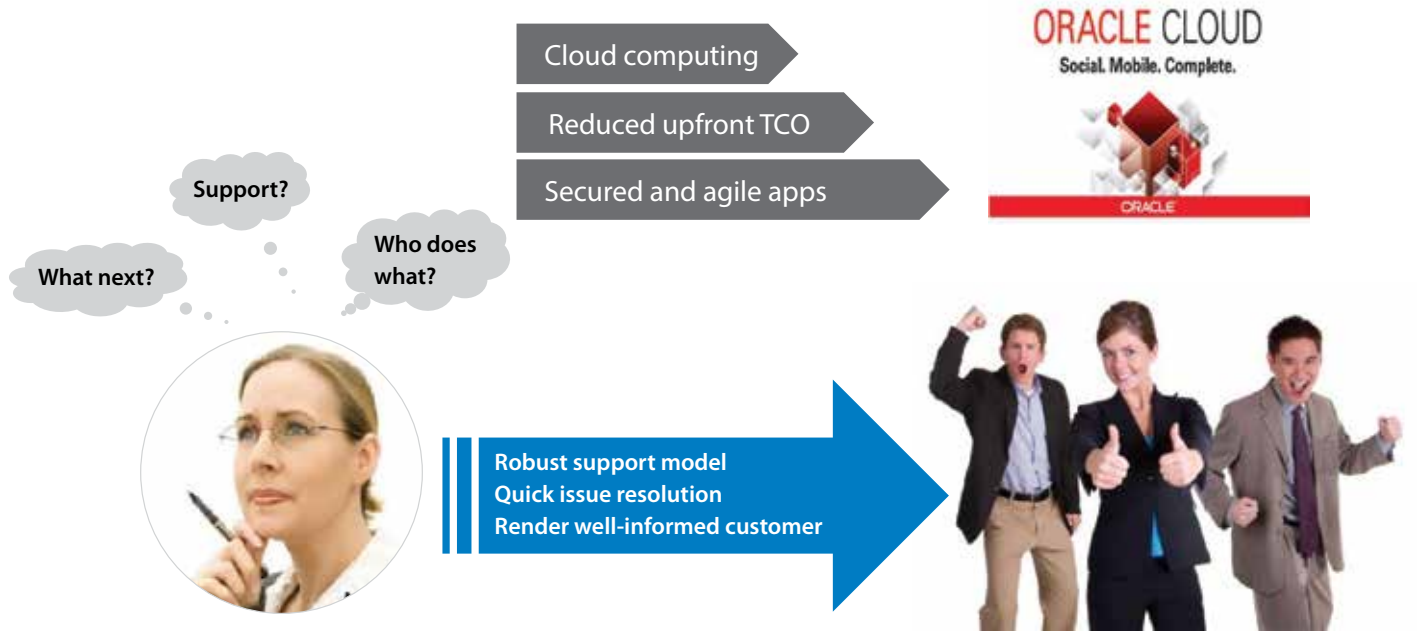


Managing Oracle HCM Cloud deployments

With progressive rise in HCM Cloud implementations, customers are eager to reap the benefits of cloud offerings. However, more often than not, customers may not be fully aware of the support model to expect post implementation. Would the system integrator also provide IT services to support and enhance cloud deployment? Would the users be equipped to manage without the IT services vendor? Who coordinates with Oracle support?



Managed services in a cloud environment

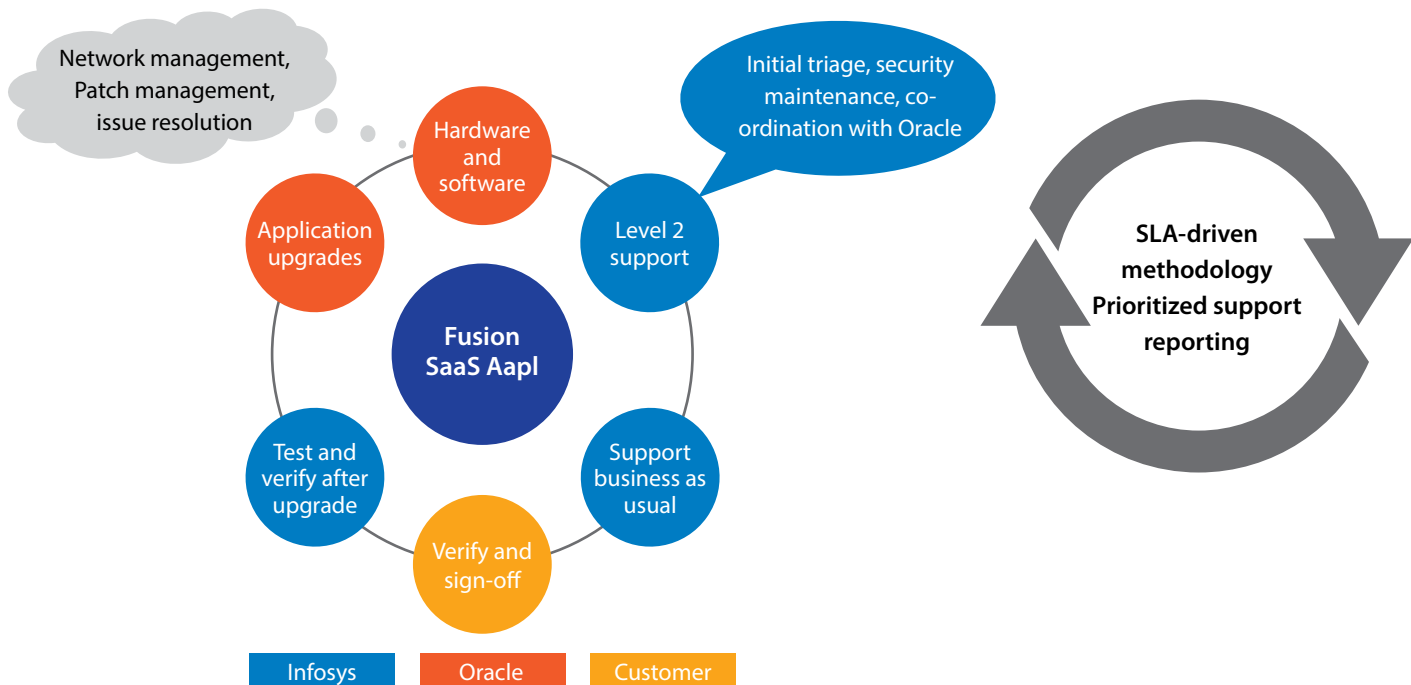
Support characteristics

- Tripartite model → Client, Oracle, Infosys
- RACI matrix
- Outages → Planned and unplanned
- Configuration → Enhancements, security, data setup
- Vendor coordination → Issues, bugs, patches
- Oracle tools → Batch loader, spreadsheet loader
- Product enhancement opportunities
- Point of escalation for timely resolution

Know more to optimize investments

- Enhancements to implemented modules
- Expertise to demonstrate new functionality
- Rollout assessment for additional regions
- Impact analysis of potential mergers and acquisitions
- Application release upgrades
- Branding opportunities in SaaS environment

Infosys solutions for customer empowerment



Case study: HCM Cloud support for a large professional services organization

Brief about project

A leading multinational professional services client took the initiative to implement Oracle Fusion Compensation on a public cloud. It was a co-existence model with PeopleSoft HCM using Oracle-delivered FBL tool. Given the cyclical nature of business processes, multiple changes were required every year.

Challenges

- Multi-point failures: Authentication managed by client, application hosted on Oracle Public Cloud
- Complicated and changed business processes / scenarios
- Aggressive timelines + multiple parallel project streams
- Change management for increased user base
- New BI reports + configuration to be developed rapidly

Infosys solution

- Established a RACI model among the parties viz., Oracle, Infosys, and customer
- Established a support model for managing cyclical demands to meet business needs
- Enabled customers to stay current with Oracle's regular releases
- Enabled compensation cycle support – configurations, reports, integrations, and security

Business value delivered

- De-commissioned the legacy compensation application
- Implemented major business process change
- Defined primary ownership across stakeholders
- Developed support framework for Fusion SaaS model
- Streamlined the process by eliminating the need to refer heterogeneous applications

For more information, contact askus@infosys.com

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