

Kamal Osman Jamjoom Group LLC Transforms Performance Management System with Oracle HCM Cloud

Infosys completed deployment of Oracle Talent Management Cloud for performance management in just six weeks

Redwood Shores, California – March 20, 2014

News summary

Kamal Osman Jamjoom (KOJ) is one of the most established retail groups in the Middle East region with operations in the six Gulf Cooperation Council (GCC) countries (Saudi Arabia, UAE, Bahrain, Kuwait, Qatar and Oman). The group comprises 12 highly successful and innovative brands in the beauty, fashion and children's learning and development sectors. In order to sustain its growth and expansion plans, KOJ was in need of a high performance culture with increased visibility for senior management into the performance management process. With support from Infosys, a Diamond-level member of Oracle PartnerNetwork (OPN), KOJ successfully deployed Oracle Human Capital Management (HCM) Cloud in six weeks. As a result of this performance management application, KOJ is now equipped to realize improved process efficiency and tangible cost savings. KOJ can now realize efficient appraisals, a greener carbon footprint, and higher employee engagement and performance clarity.

News facts

- Kamal Osman Jamjoom (KOJ) has deployed Oracle Talent Management Cloud, part of [Oracle Human Capital Management](#) (HCM) Cloud, to help move from a paper-based performance management process to a fully paperless solution.
- KOJ worked with [Infosys](#), a Diamond-level [Oracle PartnerNetwork](#) member, to implement Oracle HCM Cloud in just six weeks.
- With Oracle HCM Cloud, KOJ's automated business process workflows and analytics can now deliver superior insights to senior management and human resources teams.
- KOJ has achieved process clarity and transparency through standardized performance templates using one of the industry's best talent management processes for performance management.
- Using Oracle HCM Cloud for performance management, KOJ estimates that the overall administrative effort for KOJ's entire performance appraisal process has been reduced by half. KOJ estimates that the individual employee and manager level effort has also been reduced by 25 percent.
- Using Oracle-certified RapidStart implementation methodology, Infosys was able to help KOJ deploy one unified performance management system in just 32 working days, beginning when the annual appraisal cycle was only six weeks away.
- The system was implemented in English and Arabic for more than 3,500 employees, representing a global mix of 50 nationalities spread across 650 stores for 12 brands, in six GCC countries.
- Infosys was selected as the implementation partner based on its expertise in delivering several successful large scale global HCM transformation projects.

Supporting quotes

- "We made the decision in early January 2013, started the project on the 27th and it went live on March 12th," said Richard Winsor, Group Chief Financial Officer, KOJ. "I have a status chart where I can see all of my reports here on a clear dashboard. We

already have a 90 percent completion rate of phase one. I can see what's happening at a store level, something I could not do before.”

- “This implementation has resulted in significant improvements in accessibility and reporting,” said Ian Halliwell, Group Human Resources Director, KOJ. “Particularly in Kingdom of Saudi Arabia (KSA), where we faced difficulties tracking and collating summaries and documents over such a vast geographical area. However, now we can track and monitor appraisal completion rates in real time.”
- “This is an amazing project – kick off on January 27th and go-live on March 12th – 32 working days with exceptional team work between KOJ, Oracle and Infosys and go-live for performance appraisal is achieved,” said Thameem Rizvon, IT Director, KOJ.
- “KOJ and Infosys demonstrated an outstanding collaborative effort to deploy the solution so rapidly and effectively,” said Gretchen Alarcon, Vice President, Oracle HCM Strategy. “The quick deployment has enabled KOJ to realize measurable benefits in a short period of time.”
- “Retail has been a strategic focus for Infosys in Middle East and KOJ is one of our most valued customers. KOJ had unique requirements with extremely tight timelines. We were able to deliver due to our competitive advantage of being a co-development partner in Oracle Applications Cloud and our experience with multiple Oracle Applications Cloud implementations in the region,” said Upendra Kohli, Vice President, Regional Head –South East Asia, Middle East and Africa, Infosys. “The new performance management system will enable KOJ’s business teams to streamline its human capital management processes and improve productivity and reporting capabilities, as well as employee engagement experience.”

Supporting resources

- [Video: KOJ Identifies and Develops Top Talent to Support Growth](#)
- [Oracle Human Capital Management](#)
- [Oracle Human Capital Management Cloud](#)
- [Learn More About Oracle Cloud](#)
- [Sign Up for the Oracle Cloud](#)
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- [Infosys](#)
- [Oracle Fusion Applications practice at Infosys](#)
- [Infosys offerings: Oracle Talent Cloud](#)

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