VIEW POINT

REVITALIZE HR WITH ORACLE AND INFOSYS

Abstract

Organizations are under pressure to deliver superior employee experience, improve operational efficiency, and drive measurable business outcomes. At the same time, they must adapt to new technologies, distributed workforces, and rising employee expectations. This calls for human resource (HR) departments to change the way they operate.

This white paper explores the Revitalize HR theme and demonstrates how Infosys leverages its Oracle based HR capabilities to help organizations transform HR processes and elevate the employee experience, enabling a shift from legacy or under-utilised systems to modern, employee centric HR ecosystems powered by agentic AI and automation.

Infosys
Navigate your next

Introduction

Traditional human resource (HR) systems are often characterized by fragmented processes, dated user interfaces, and low user adoption. These result in inefficient processes, high operational costs, and disengaged employees.

Industry reports highlight a correlation between superior employee experience, high customer satisfaction, and robust financial performance. This is because improved employee efficiency and efficiency drive better business outcomes.

To achieve these results, enterprises must shift from HR systems that are transaction-centric to those that are intelligent and experience-driven. They must also ensure strong user adoption, which is key to realizing higher returns on HR technology investments.

The 3E Framework underpinning the Revitalize HR theme

Revitalize HR is positioned as a strategic theme that guides how organizations can reimagine and modernize HR. This theme is brought to life through Infosys' HR capabilities, built on Oracle Human Capital Management (HCM) Cloud and complemented by Infosys consulting expertise, solutions, and assets.

The approach combines Oracle's ready-to-use HCM functionalities with Infosys' technology enablement and advisory services through a collaborative "two-in-a-box" delivery model.

- Focused on improving employee experience, operational efficiency, and business outcomes, the Revitalize HR theme is anchored in the Experience-Efficiency-Embrace (3E) framework. As shown in Figure 1, the 3E framework focuses on:Enhancing experience through intuitive, personalized, and engaging employee journeys
- Improving efficiency through automated processes that reduce manual effort across HR operations
- Helping employees embrace transformation through guided learning and conversational assistance that drive adoption and deliver sustained value

Reimagine Employee Journey with Revitalize HR

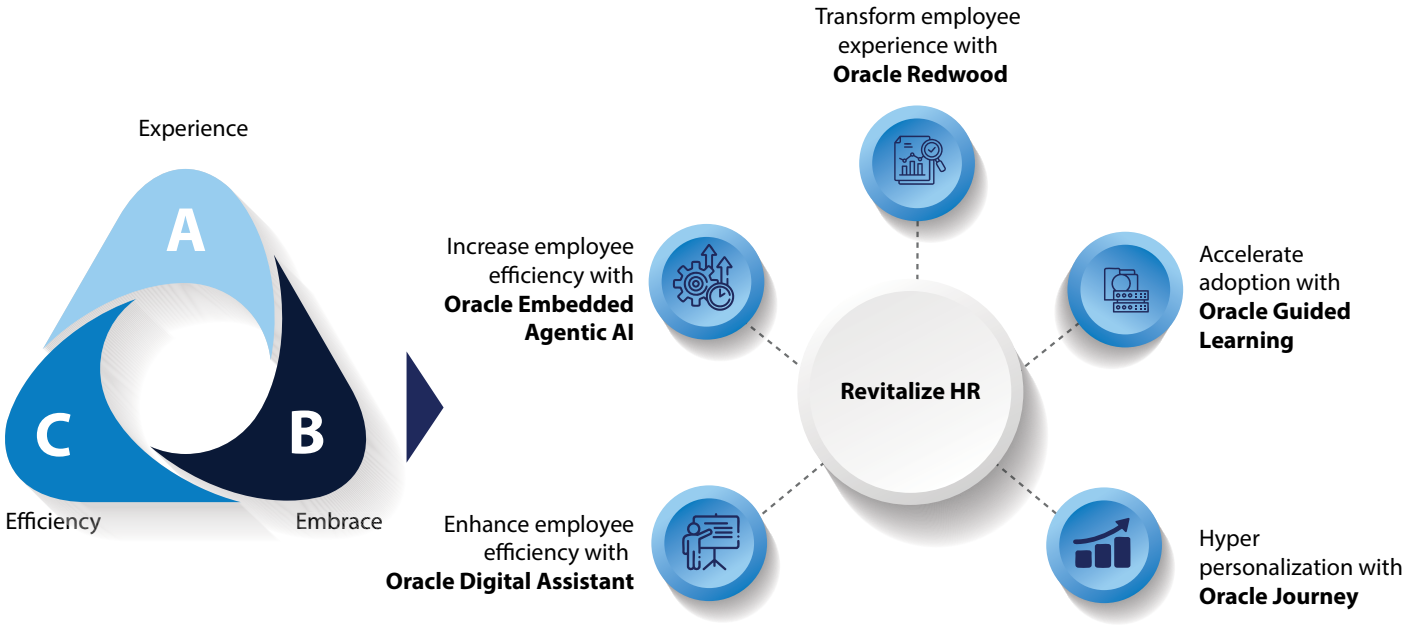


Fig 1: The 3E framework of Revitalize HR

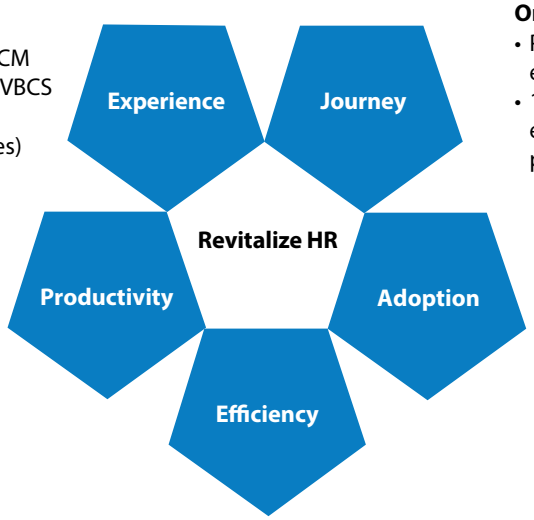
External Document © 2026 Infosys Limited

Solution Capabilities of Revitalize HR

Revitalize HR Offerings- 2 in-a-box

Oracle Redwood
- Visual and consistent UI across HCM
- Flexible Personalization through VBCS
- Redwood Toolkit (Analyzer tool, Learnings, Training and Test suites)

Oracle Guided Journey
- Personalized workflows for employees
- 15+ Pre-defined Journeys for employee events (e.g pre-boarding, onboarding etc.)



Oracle Embedded & Agentic AI
- Embedded AI Assistance for process insights
- Agent AI – Self-help for policy queries
- 5+ Pre-configured AI Agents for Hire to Retire

Oracle Guided Learning
- Step by Step intuitive guide
- 20+ Pre-configured OGL process guides, help tips, beacons

Oracle Digital Assistant
- Conversational AI Chat Bot

Fig 2: Infosys and Oracle solution capabilities with Revitalize HR

1. Amplify Employee Experience with Redwood

Oracle Redwood provides a modern, consistent, and employee-centric user interface across Oracle HCM Cloud. Infosys accelerates Redwood adoption with its proprietary Redwood transformation toolkit. This includes personalized Redwood pages, Redwood analytics tools, reusable test suites, and training artifacts. This capability reduces friction in day-to-day HR tasks, enhances employee satisfaction, improves usability, and accelerates feature adoption as well as release cycles.

2. Transform Employee interactions with Oracle Journeys

Oracle Journeys enables event-based, personalized workflows across the employee lifecycle spanning pre-boarding, onboarding, transfers, and offboarding. Infosys preconfigures persona-based journeys to consolidate tasks, automate approvals, and improve accountability. This capability reduces onboarding time, boosts efficiency, ensures compliance, and delivers a consistent employee experience across lifecycle events.

3. Employee Adoption with Oracle Guided Leaning

Oracle Guided Learning (OGL) provides in-application, step-by-step guidance within Oracle HCM Cloud. Infosys delivers pre-configured and custom OGL content tailored to real business processes. This accelerates user adoption of cloud functionalities, empowers users at the point of need, and reduces dependency on HR service desks.

4. Conversational User Interaction with Oracle Digital Assistant

Oracle Digital Assistant (ODA) offers a conversational, omnichannel interface via a chatbot for HR interactions across mobile, desktop, and collaboration platforms such as Microsoft Teams. Infosys provides pre-configured and customizable ODA functionalities aligned to HR use cases. We support natural language conversations with anytime-anywhere access along with external system integration. This capability improves employee efficiency, increases self-service adoption, and reduces HR operational costs.

5 Reamigine process with Oracle Embedded and Agentic AI

Infosys leverages embedded AI and agent-based intelligence within Oracle HCM Cloud to enhance decision making and automation. Artificial intelligence (AI) can be applied across talent acquisition and development, as well as employee management. This enables clients to predict time-to-hire and ensure effective candidate recommendations. Infosys has also leveraged Oracle Agentic AI Studio to build hire-to-retire and minimum wage AI agents that reimagine HR processes and boost employee efficiency. This capability helps organizations reduce hiring costs, accelerate recruitment cycles, and improve accuracy as well as HR efficiency.

External Document © 2026 Infosys Limited

Benefits

Revitalize HR – Our success story						
Clients	**Redwood**	**Journey**	**AI**	**OGL**	**ODA**	**Envisioned Benefits**
Global Semiconductor Manufacturer	✓	✓		✓	✓	10-15% increase in employee experience index
Global Consulting Firm	✓	✓		✓	✓	15-20% reduction in HR queries
Leading US Healthcare	✓	✓		✓		20-25% increase in self service adoption
Global Manufacturing and Distributor	✓	✓		✓	✓	12-15% improvement in employee experience
Global Engineering and Professional Service	✓	✓	✓		✓	20-25% reduction in onboarding time
Leading Europe Wholesaler	✓	✓			✓	25-30% reduction in manual work
Leading Engineering and Construction Services	✓	✓	✓			20-25% reduction in time to hire

Fig 3: How Revitalize HR improves key performance indicators in HR

Infosys has successfully deployed Revitalize HR across several industries. These include healthcare, professional and consulting services, wholesale and distribution, as well as global semiconductor manufacturing. With this solution, clients can deftly move beyond basic cloud migration to fully harness Oracle HCM Cloud for sustainable business outcomes in the digital era. As shown in Figure 3, some of the key benefits of Revitalize HR are:

10–15% improvement in employee experience index

20–25% increase in Self Service adoption

20–30% reduction in time-to-hire & onboarding time

20–25% reduction in manual work

15-20% reduction in HR queries

External Document © 2026 Infosys Limited

Conclusion

Organizations must embrace the idea that transforming HR is a continuous journey. Modern user experiences, intelligent automation, and guided adoption are essential to elevate HR into a strategic capability that attracts, engages, and retains talent.

Our approach Revitalize HR enables organizations to fully realize the value of Oracle HCM Cloud through experience-led design, automation, embedded intelligence, and accelerated adoption. With this solution, enterprises can ensure strong user adoption, enhanced employee satisfaction, faster HR workflows, and higher employee efficiency.

About the Author

Sameer Munje
AVP, Global Head, and Oracle HCM Center of Excellence (CoE) Head, Infosys

Sameer Munje is a AVP & Senior Industry Principal with over 30 years of experience in enterprise applications. His expertise lies in providing advisory and consulting services for global HCM cloud transformations. Sameer also leads quality service delivery for large strategic programs, positioning HR as a strategic driver of enterprise performance.

For more information, contact askus@infosys.com

Infosys®
Navigate your next

© 2026 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.