Deloitte.

Client Success Story
R1 University Modernizes HCM with Oracle Cloud

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Transforming core administrative systems for human resources, payroll, time and attendance, and benefits with Oracle Cloud HCM.

✓ Background

The University, a large, public, multi-campus Research 1 institution, enrolls undergraduate, graduate and professional students. Their annual operating budget is approximately $2.4 billion, including research and development expenditures. The University employs approximately 14,000.

Following a competitive search to replace its legacy Oracle EBS system, the University selected Oracle Cloud HCM for human resources, payroll, benefits, time and labor and absence management. Considering Deloitte's experience with Oracle Cloud, the University selected Deloitte to lead the implementation and facilitate modernization efforts.

As part of the modernization effort, the University sought:

- User-friendly and mobile design.
- Online and automated processing to replace manual, paper-based workload.
- Expanded employee self-service.
- Industry-leading business practices.
- Ongoing modernization through quarterly updates.

⚒ Approach

Aligned with Deloitte's proprietary Momentum methodology, we engaged the project team throughout the Imagine, Deliver and Run phases of the implementation.

This began with collaboration: each Deloitte lead paired with a counterpart from the University and each pair was supported by a high level of participation from the University in all functions of the project.

Focus included:
- **Comparing as-is and to-be business processes** to identify opportunities to optimize, standardize, and automate.
- Designing a client-centric approach, **balancing the needs of each population** (staff, faculty, and student workers).
- Transforming a manual paper-based process with automation capabilities to **reduce data integrity issues and completion time.**
- **Knowledge transfer** with the project team and **training** for the broader community of users.

"Focusing on the 'to-be' business processes enabled the client to consider full transformation, which had a positive and influential impact on their decisions about automation and other modernization options. We were able to reduce the amount of time to complete transactions resulting in greater process efficiency: a single transaction that took up to 28 days to complete is now completed in less than a day. Their willingness to think forward made all the difference in their success."

-Senior Manager, HR Transformation

✪ Impact

Enabled by a team of dedicated personnel, the University went live in January 2021 following several months of remote work as part of the COVID-19 response. Now, with Oracle Cloud HCM:

- Paper-based processes are automated, **improving access to HR information**, empowering administrators with data.
- Employees have ownership of their own data and can **complete HR tasks more efficiently and with greater accuracy.**
- Workflow has significantly reduced completion time of transactions **with control points to reduce data issues** before committing to the system.
- Employees use **delivered business processes**, complemented by integrations, Fast Formulas, reports and dashboards.
- The **University's experienced and well-trained team has supported Oracle Cloud HCM** since the departure of the Deloitte implementation team.

For more information, please contact us.

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