

# IBM Cognitive Enterprise Business Platform for Oracle Cloud

Oracle Fusion Cloud Human Capital Management  
(HCM) for Healthcare and Life Sciences

The healthcare and life sciences industries continue to face challenges in adopting the latest technologies and innovations while simultaneously meeting heightened regulatory compliance.

Top challenges faced by this industry include regulatory compliance with medical licenses and certifications; complex work scheduling due to fluctuating business demand; and tapping into a highly skilled and trained talent pool to ensure healthcare providers and payers can acquire, manage and retain top talent.

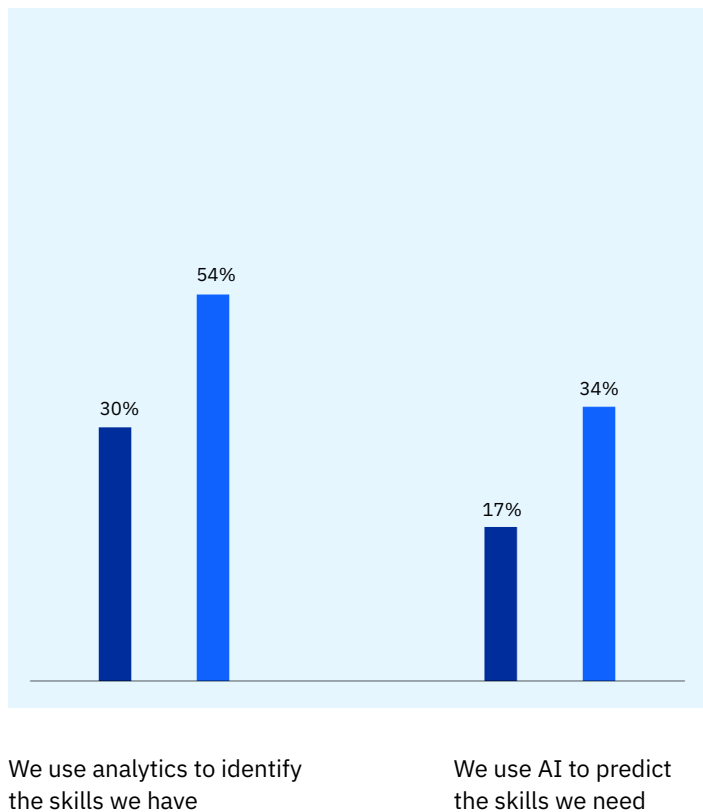
The healthcare and life science industries continue to face many competitive pressures.

The healthcare and life sciences industries have undergone a period of abrupt transformation driven by the global pandemic.

The challenge is to achieve sustainable growth in a sector that is becoming increasingly cost-constrained and competitive, dealing with a complicated future fraught with changing regulations and political uncertainty. As a result, a key business objective is to secure the necessary healthcare practitioners, using predictive analytics to monitor and identify short and long-term demand.

To provide care to patients at speed on demand, leading companies use AI to assess external data sources and trends, which takes them into the HR 3.0 digital era. This prevents skills obsolescence by detecting the skills needed in the future. Having a real time view of the current qualified medical staff—with updated licenses and predicting skills and staffing scenarios based on cutting edge analytics and data-driven intelligent workflows—becomes a differentiator in sustaining a healthy pipeline of qualified medical practitioners.

The use of AI and analytics to identify existing skills and infer future skills is set to nearly double in two years.



45%

of employers say they can't find the skills they need.

Source: Accelerating the journey to HR3.0  
<https://www.ibm.com/thought-leadership/institutebusiness-value/report/hr-3>

■ Today  
■ In 2 years

## Why HR 3.0 now?

HR 3.0 is a radical paradigm shift and a business imperative when humanity is at the heart of the enterprise. HR 3.0 should be agile—pushing innovative solutions, cognitive tools, and transparency into the organization.

Healthcare and life sciences organizations operating in this way make content available in a variety of digital modalities, allowing learners to self-select the channel best suited to their needs.

Employees learn right in the flow of work, supported by a strong infrastructure of knowledge management, micro-learning, and AI-driven skills platforms.

Organizations use predictive analytics to identify with precision the skills they have in the workforce.

HR 1.0	HR 2.0	HR 3.0
<ul style="list-style-type: none"><li>– One-size-fits-all learning</li><li>– Traditional classroom training</li><li>– Success measured by number of classes delivered</li><li>– Training content developed in-house, static</li></ul>	<ul style="list-style-type: none"><li>– Learning efficiency</li><li>– Internal design and development</li><li>– Massive shift to virtual and online learning</li><li>– Delivered and managed through LMS</li><li>– Recognizes employees who develop new skills</li></ul>	<ul style="list-style-type: none"><li>– Personalized at scale</li><li>– Leverages AI and analytics to infer current skills position</li><li>– Employee transparency to the roles and skills important to business success – more connection to the business</li><li>– Content curated from learning ecosystem (including employee generated)</li><li>– Delivery of immersive learning in the flow of work</li><li>– Incorporation of digital badges, internal</li></ul>

Action Area 7 | Modernize your HR technology portfolio from Accelerating the journey to HR 3.0: Ten ways to transform in a time of upheaval

### Learn more

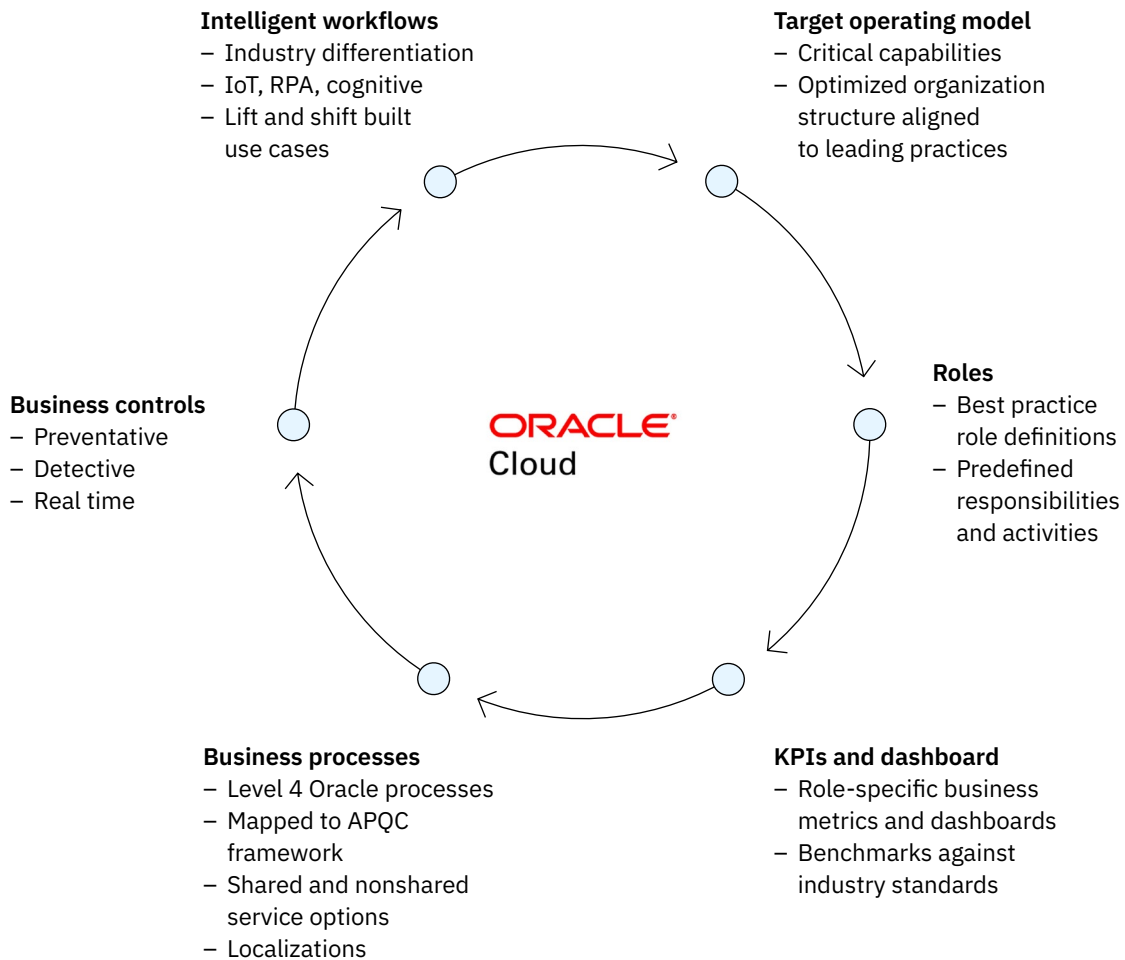
[ibm.com/thoughtleadership/institute-business-value/report/hr-3](https://ibm.com/thoughtleadership/institute-business-value/report/hr-3)

To help healthcare and life sciences organizations with their HR goals, IBM has developed a next-generation business model.

IBM offers a business platform, centered on Oracle Cloud Applications, configured to maximize business performance and employee engagement.

IBM can deliver your optimal target state, validated against your requirements, from day one through a ready off-the-shelf model that's fully working and enhanced for Oracle Cloud Applications.

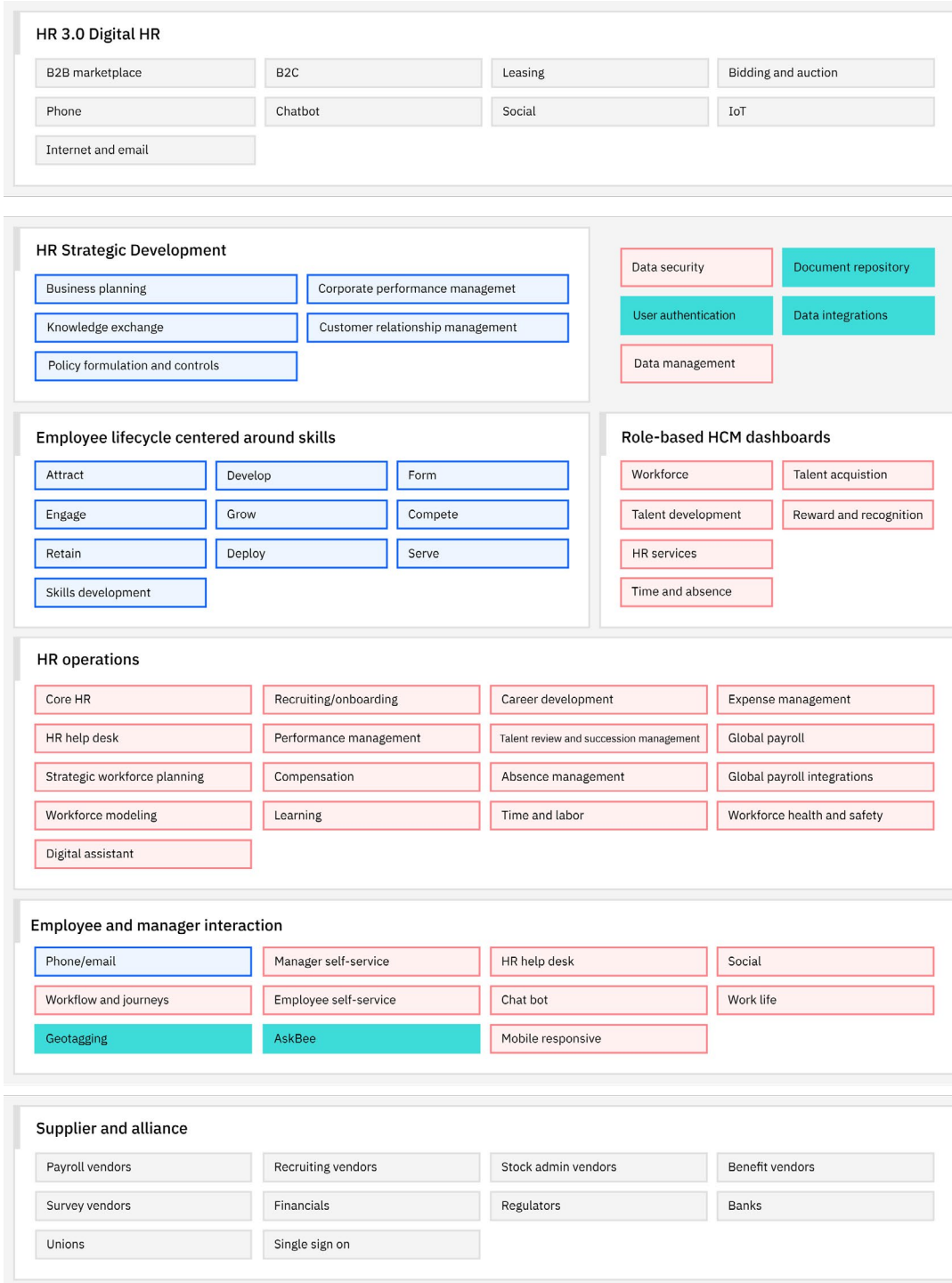
The business platform provides a solution tailored to your industry, based around a blueprint focused on delivering a best-in-class target operating model (TOM) with critical business capabilities honed to deliver the most value.



# Delivered through a healthcare or life sciences-optimized architecture

The business platform is pre-configured and aligned to healthcare or life sciences industry specific architectures. The solution and processes incorporate key industry specific considerations and how the implications of those might feed from front office to back-office systems in Oracle Cloud Applications.

- Oracle Cloud Applications (SaaS)
- Oracle platform as a Service (PaaS)



## Enhanced to align with industry-specific opportunities and challenges

Attract → Hire → Engage → Retain → Develop → Grow → Serve

IBM Shift Roster, IBM Talent Framework

Healthcare and life sciences industry pain points	Healthcare platform solution	Efficiency gain
<p><b>Healthcare work scheduling</b> Hourly workers in the healthcare workforce record time against shifts worked.</p> <p>Common challenges:</p> <ul style="list-style-type: none"> <li>- Creating a shift roster</li> <li>- Identifying the necessary skills per shift including required certified practitioners</li> <li>- Matching employee availability and preferences based on fluctuating demand</li> <li>- Changing shifts in a timely manner without manual intervention by the supervisors</li> </ul>	<p><b>IBM Shift Rostering for Oracle Cloud HCM</b> Built on Oracle Platform as a Service (PaaS) Cloud, it allows healthcare practitioners to directly transact with the core HCM application to make changes to their work schedule such as requesting overtime or swap shifts, using natural language on their mobile device.</p> <p>Allows healthcare practitioners to:</p> <ul style="list-style-type: none"> <li>- Directly transact with the core HCM application to make changes to their work schedule</li> <li>- Request over time and swap shifts</li> <li>- Use natural language on their mobile device</li> </ul>	<ul style="list-style-type: none"> <li>- Effective work scheduling- <b>Lower labor cost, higher profit</b></li> <li>- Higher self-service capability- <b>Higher employee morale</b></li> <li>- Better management of schedules, contracts for the shift managers- <b>Lower compliance risk</b></li> <li>- Cognitive solution- <b>Better data analysis, efficient process, improved employee experience</b></li> <li>- 50% reduction in configuration and integration build effort</li> </ul>
<p><b>Upskilling and managing existing workforce</b> Healthcare organizations are recognizing a major skills crisis looming ahead as they struggle to:</p> <ul style="list-style-type: none"> <li>- Fill positions with qualified people who have the required certifications</li> <li>- Upskill their existing workforce to ensure they remain current with the changing landscape of healthcare delivery</li> <li>- Quickly identify qualified resources within the extended healthcare group</li> <li>- Mobilize and ramp up skilled resources between hospitals</li> </ul>	<p><b>IBM Talent Framework</b> Over 3,100 job profiles and data for 2,200 skills and competencies are brought into Oracle Cloud HCM using the accelerated migration tool.</p> <p><b>IBM Talent Framework data and Oracle Cloud HCM</b> Goals, Performance Management, and Profile Management helps match available skills to top skills business needs.</p>	<ul style="list-style-type: none"> <li>- Helps employees enhance their career and mobility by looking into future roles and develop skills- <b>Career enhancement</b></li> <li>- Allows employee mobility within the group network- <b>Improves employee retention and retains top talent within the eco system</b></li> <li>- Reduces effort of job and competency building by 40%</li> </ul>

## Enhanced to align with industry-specific opportunities and challenges

The platform isn't only designed to align with common industry applications, but also recognizes that each industry faces its own distinct challenges and strategic objectives. The Chief Human Resources Officer (CHRO) and HR teams have multiple "levers" they can pull to help the business deliver against its aims.




Those "levers" or drivers of change—whether they be aligned with improving business performance or addressing key pain points—can be aligned with the critical imperatives of that organization and industry.

Strategic aims	Business Drivers	Outcomes
Improve employee experience and engagement	Enhancing talent mobility and acquisition  Talent identification and development  Reward and recognition  Unified employee experience  Evolving technologies	<ul style="list-style-type: none"> <li>– AI-driven cognitive healthcare talent acquisition               <ul style="list-style-type: none"> <li>• Watson Candidate Assistant platform engages external job seekers in personalized discussion, recommending jobs that fit their skills and experiences.</li> </ul> </li> <li>– Personalization-driven productivity               <ul style="list-style-type: none"> <li>• AskBee platform provides personalized advice to employees and managers to improve operational efficiency; Enables users to perform all transactions via AskBee chatbot without navigating into the application.</li> </ul> </li> <li>– Integrated Talent Framework               <ul style="list-style-type: none"> <li>• Watson Talent Framework and Oracle Learning Management encourage growth and development in talent pool and help ensure that consumers are in trusted hands with a qualified and certified healthcare professional.</li> </ul> </li> <li>– IBM Shift Rostering for Oracle Cloud HCM               <ul style="list-style-type: none"> <li>• Hourly workers comprise the majority of the healthcare workforce. This solution simplifies the scheduling of work shifts of hourly employees.</li> </ul> </li> </ul>
Upskill existing workforce, secure, develop and retain talent	Skill capability and capacity	<ul style="list-style-type: none"> <li>– IBM Talent Framework               <ul style="list-style-type: none"> <li>• A ready-to-use library of job profiles and associated skills including interview questions, coaching tips, development goals and learning suggestions.</li> </ul> </li> </ul>
Aid regulatory compliance with medical licenses and certifications	Securing qualified and certified healthcare and life sciences professionals	<ul style="list-style-type: none"> <li>– Oracle Learning Cloud               <ul style="list-style-type: none"> <li>• In the healthcare industry, it is critical for employees to keep their license and certifications up to date for compliance. Automation and Assurance of Compliance Training is available in Oracle Learning.</li> <li>• Oracle Learning Cloud module provides automation and compliance assurance for training.</li> </ul> </li> </ul>
Deploy predictive workforce for healthcare	Data and insight  Value added functions  Optimizing operational cost	<ul style="list-style-type: none"> <li>– Change Insight Dashboard               <ul style="list-style-type: none"> <li>• A purpose-built dashboard to present how people are responding to organizational change.</li> </ul> </li> </ul>

## Industry solutions delivered through emerging technologies




The platform is a unique solution – it delivers more through IBM’s proprietary intelligent workflows and industry built solutions. Across your business’s processes, emerging technologies like Artificial Intelligence (AI) and Robotic Process Automation (RPA) are seamlessly integrated into the standard Oracle Cloud Applications along side IBM’s industry differentiating Oracle Platform as a Service (PaaS) and Software as a Service (SaaS) enabled solutions.



The following diagrams depict, by each business driver, the percentage of the related processes that are delivered through and then improved on by these capabilities. These help deliver greater efficiency, improving employee experience and achieving greater compliance and business insight.

Business Drivers	IBM Cognitive Enterprise Business Platform for Oracle Cloud	Outcomes
 <p>HR reinvention and enablement</p>	<p><b>Augmented RPA</b></p> <ul style="list-style-type: none"> <li>– Change insight dashboard</li> </ul>	<p>25% increase in efficiency</p>
 <p>Talent mobility and acquisition</p>	<p><b>Augmented RPA</b></p> <ul style="list-style-type: none"> <li>– IBM Watson® candidate assistant</li> <li>– IBM Watson® recruitment</li> <li>– Digital interview assistant</li> <li>– IBM Watson® assistant</li> </ul>	<p><b>Automation (RPA)</b></p> <ul style="list-style-type: none"> <li>– Single check</li> </ul> <p>40% reduction in requisition creation effort</p> <p>40% increase in efficiency</p> <p>40% reduction in hiring bias</p> <p>72% more accurate in background verification process</p>
 <p>People management and insights</p>	<p><b>Augmented RPA</b></p> <ul style="list-style-type: none"> <li>– AskBee—Manager</li> <li>– AskBee—Employee</li> <li>– Shift roster</li> <li>– Digital interview assistant</li> <li>– AskBee—Onboarding</li> </ul>	<p><b>Automation (RPA)</b></p> <ul style="list-style-type: none"> <li>– Geotagging and geofencing</li> </ul> <p>60% time savings in self-service transactions</p> <p>24/7 availability</p> <p>40% increase in overall HR efficiency</p>

- Augmented RPA – Using AI, IoT and Machine Learning
- Automation (RPA)—Automating tasks, typically improving productivity and compliance Standard Oracle



Business Drivers	IBM Cognitive Enterprise Business Platform for Oracle Cloud	Outcomes
 People engagement and well-being	<b>Augmented RPA</b> – AskBee—Safety assistant – IBM Watson® assistant	60% time savings in self-service transactions
 Talent identification and development	<b>Augmented RPA</b> – Employee potential prediction – IBM CrowdSift – IBM talent framework	25% increase in efficiency in performance review process  40% reduction in effort of job and competency building
 People management and insights	<b>Augmented RPA</b> – Payroll compare tool – AskBee—Payroll	<b>Automation (RPA)</b> – Robo recon – Element entries load automation
		70% reduction in time for end-to-end payroll testing cycle  60% increase in efficiency  30% reduction in the number of queries to payroll

-  Augmented RPA — Using AI, IoT and Machine Learning
-  Automation (RPA)—Automating tasks, typically improving productivity and compliance Standard Oracle

Delivered and enhanced by more than 1,000 best-in-class assets

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The platform offers a deep and broad solution delivered through insurance-specific Level 4 processes, monitored through prebuilt, role-based dashboards and supported by business controls and localizations to meet legislative and governance requirements.

146  
Operational KPIs

167  
Level 4 processes

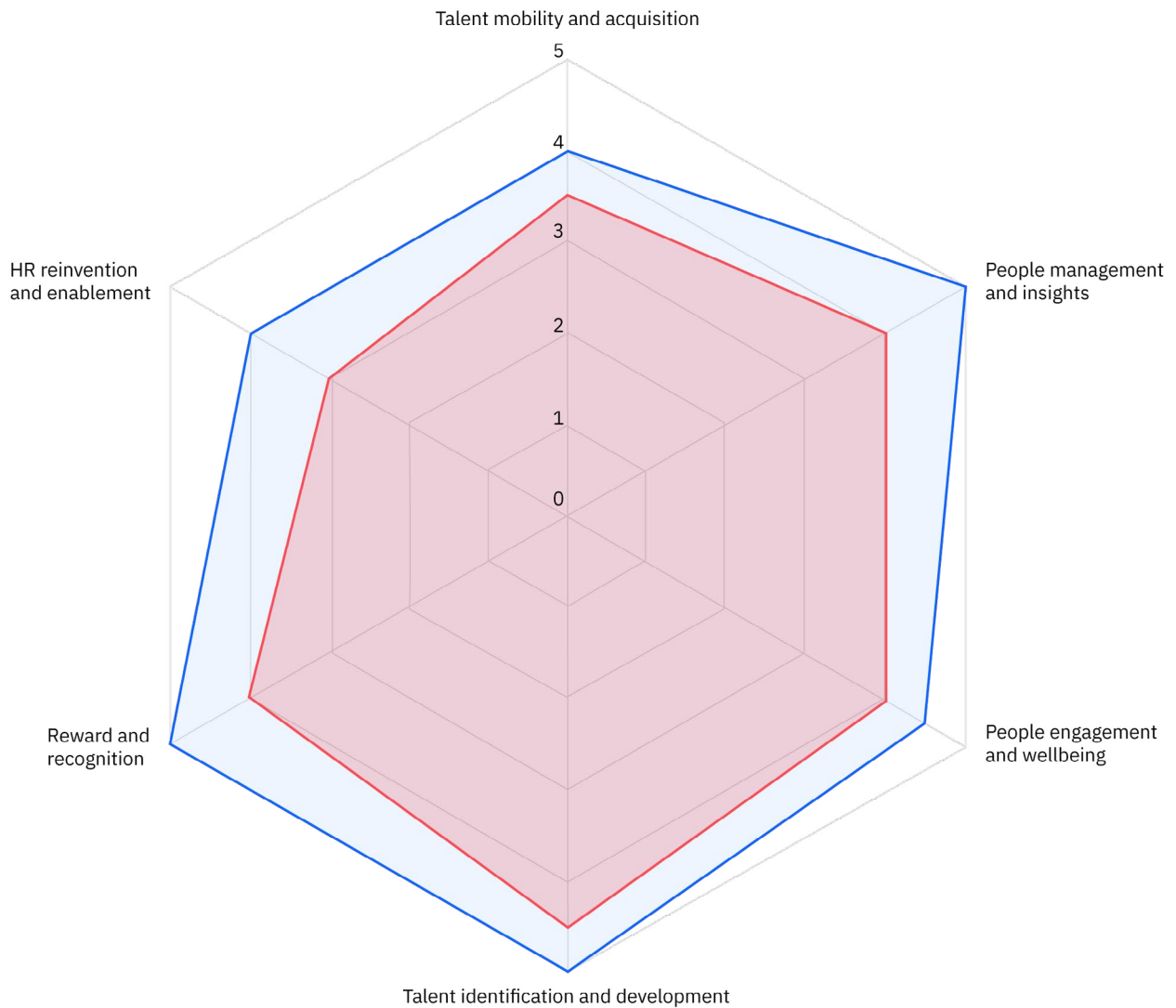
382  
Localizations

52  
Business controls

Resulting in a greater process maturity solution for your healthcare and life sciences organization's HR needs

This best-in-class industry-aligned Oracle Cloud solution is augmented through intelligent workflows which come together to deliver even greater process maturity resulting in greater business value. The following diagram depicts how that process improvement is measured by business function.

The red line shows how moving to Oracle Cloud can deliver significant improvements for most clients. The blue line shows how the IBM Cognitive Enterprise Business Platform for Oracle Cloud can deliver even greater process maturity.



- Oracle Cloud Applications (SaaS)
- IBM Cognitive Enterprise Business Platform for Oracle Cloud

Are you ready to become  
a Cognitive Enterprise in the  
HR 3.0 digital era? Start your  
journey to Oracle Fusion Cloud  
HCM for Healthcare and Life  
Sciences today.

Learn more

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Produced in the  
United States of America  
July 2022

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