The Cognitive Enterprise for Oracle Cloud HCM in Retail

Powered by IBM and Oracle

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The Cognitive Enterprise

A new era of business reinvention

A new era of business reinvention is dawning in the Retail Industry. Organizations are facing an unprecedented convergence of technological, social and regulatory forces. As cloud, artificial intelligence (AI), automation, Internet of Things (IoT), blockchain and 5G become pervasive, their combined impact will reshape standard business architectures and business as usual.
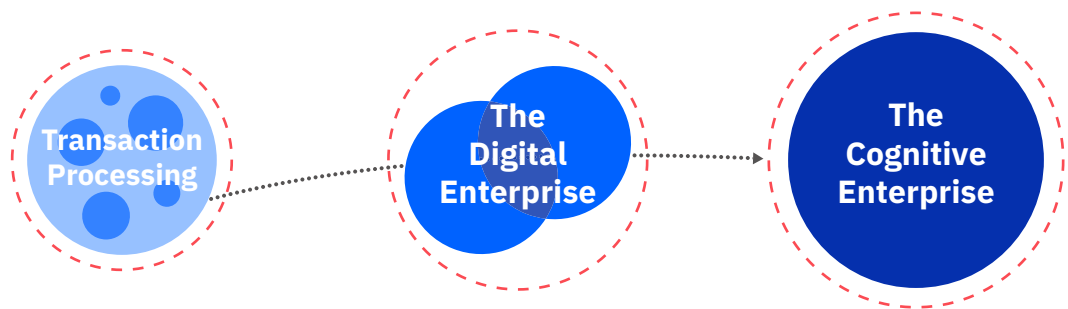
We call this next-generation business model...

The Cognitive Enterprise

The shift to a Cognitive Enterprise

Radically changes how organizations create, deliver, and capture value

Figure 1

Major technological evolution

WHAT	Early information technology improved efficiency by applying technology to individual resources or processes	Digital transformation digitizes whole aspects of a business producing customer experiences that support what individuals need or want	The cognitive enterprise incorporates exponential technologies to create revenues and results via **innovative strategies, products, platforms, process transformation, and user experiences**.
HOW	• Paper tracking • Lift and shift • Limited use productivity tools • Labor arbitrage • Localized practices	• Process automation point solutions • Design thinking principles • Enterprise adoption and change management	• Intelligent workflows • Pervasive automation • Design Thinking+ agile • Rapid experimentation • Embedded change mindset • Work elimination with blockchain

66% of CEOs believe cognitive computing can drive significant value in HR.

**50% of HR exectives** recognize that cognitive computing has the power to transform key dimensions of HR.

54% of HR exectives believe that cognitive computing will affect key roles in the HR organization.

Source: IBM Institute for Business Value
IBM Smarter Workforce Institute

What is a Retail Cognitive Enterprise?

Changing customer expectations along with pervasive interconnectivity has created a demand for Digital Reinvention®. The introduction of self-learning "smart" technologies in the form of AI, IoT and blockchain in the retail industry is already happening.

Retail Cognitive Enterprise has its people at the core
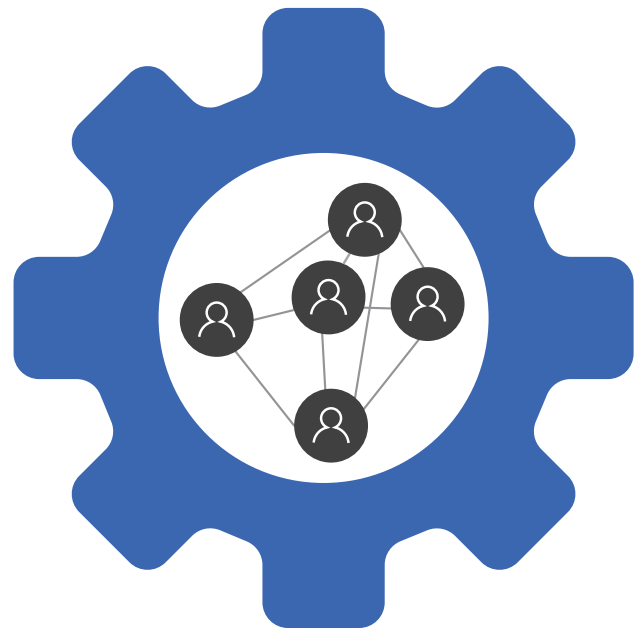
North Face Uses IBM Watson
Not sure what coat you should buy? Not to worry, at North Face, IBM's Watson asks a series of questions to understand where the coat will be worn and what activities will be primarily performed, etc. IBM Watson's cognitive computing technology analyzes the answers and makes personalized recommendations to help customers find the perfect coat.

Robots to Locate Items

A major big-box home improvement store has introduced robots which roam the store and ask in-store customers some simple questions to understand what they are looking for and then guide them to the right product whilst sharing specialty knowledge.

The race for more revenue and greater profits has expedited the adoption of cognitive solutions directly impacting increases sales by improving customer experience. A happy customer is more likely to make a purchase and become a repeat customer.

With regards to employee experience and focus, IBM Watson's cognitive engine can help the retail industry with decision-making support for key employee day-to-day decisions at the workplace:

– **Vacation requests** – Employees entering vacation requests can be advised on the likelihood of the request being approved vs. declined based on prior vacation requests, busy times and days for the business and other factors

– **Determining one's mood** – Listening to the inflections and tone used by an employee during a client call may trigger a recommendation for the employee to take a break before attending the next call

– **Team training** – Suggestive training for employees based on patterns, interests, career goals and other factors which would help the employee grow within the organization

A **true retail cognitive enterprise** should not only adopt technologies to enable improved and richer customer experiences, but also improved employee experiences. **Happy employees make happy customers.**
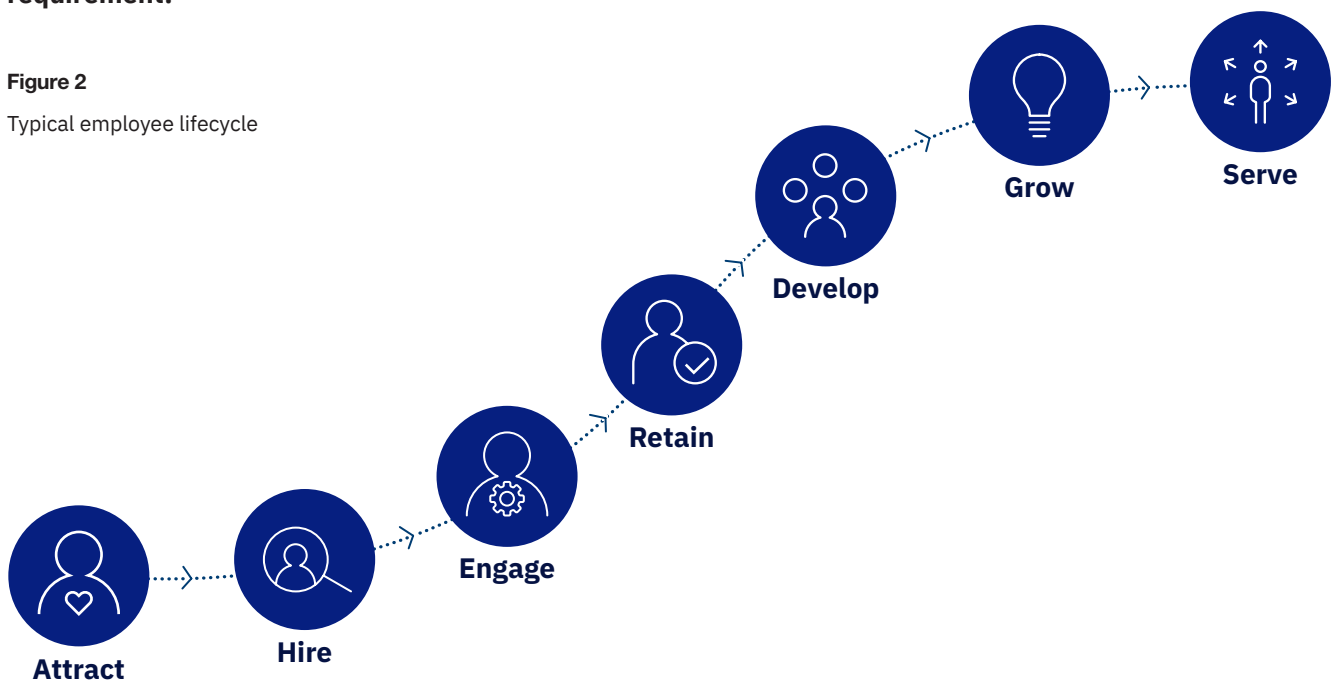
Employee Lifecycle

A typical employee lifecycle begins by attracting the right talent into an organization. With the advancement of technology and ready access to information, there are multiple methods for enabling a complete and seamless employee experience, with personalization.

Today's talent expects their jobs to provide them with the same experience they enjoy in their day-to-day consumer and social space. In order to achieve this experience, every organization needs to engage with their employees continuously during their tenure at the organization, actively developing and growing them. **This can be especially challenging in a fast-paced environment such as the retail industry with a high rate of turnover. Therefore, the need for employee engagement throughout the lifecycle of an employee is a requirement.**

83% of surveyed employees said they would **participate in an employee listening program**

Only 62% of baby boomers surveyed believe **management will act on their input**, compared to 78% of millennials

HR practitioners who use **multiple listening methods** rated their organizational performance and reputation 24% higher that those who do not

Source: IBM Institute for Business Value
Amplifying Employee Voice

Figure 2

Typical employee lifecycle

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

Digital HCM

With IBM + Oracle

In order to address current technology trends and challenges specifically in the fast-paced retail industry, HR should not be viewed as a back office support function. Instead the Human Resource function should be viewed as a critical component to any successful business. Closely managing employee's lifecycle by utilizing smarter HR technologies is one of the steps to becoming a Cognitive Enterprise. The table below lists IBM and Oracle HCM technologies which are designed to work cohesively as one integrated solution. These solutions address current trends — become a millennial friendly organization, facilitate collaboration via a social HR platform, utilize chatbots and other intelligent modes of self-service — all this while maintaining a rich employee experience.

	Attract	**Hire**	**Engage**	**Retain**	**Develop**	**Grow**	**Serve**
IBM	Watson Candidate Assistant Adverse Impact Analytics (AIA)	Watson Recruitment Background Verification	Shift Rostering Geo Tagging and Geo Fencing	Exit Interview	Your Learning Skills Inference Talent Framework	Watson Career Coach Learning Recomendation	Chatbots AskBee
ORACLE	Oracle's Talent Acquisition Solution (ORC (Fusion) and OTAC (Taleo))	Global Human Resources	Talent profile Goal management Performance management	Workforce Predictions	Learning Management	Career and Succession Planning	Oracle Digital Assistant

2

Common Human Capital Management (HCM) Challenges

Nickle LaMoreaux
Chief HR Officer
IBM Corporation

IBM's Chief HR Officer, Nickle LaMoreaux, highlights the historic shifts impacting HR today:

Consumer-grade expectations. Employees and job applicants have new expectations because of their rich digital experiences outside of work. They express themselves and connect on social media; the world is searchable and transparent; their questions can be answered 24x7 in a live chat. And then they come to work. Our job in HR is to create that connected, transparent, mobile, personalized, searchable and 24x7 universe through our workplace and our tools. It means investing in new technology and reinventing all our processes through the lens of the employee.

Ready access to artificial intelligence and deep learning is creating the opportunity to spot patterns and predict outcomes. This improves our decision support capability and workforce management — whether it is to select candidates who will be more successful, match an employee to job openings or infer an employee's skills from her digital footprint. We also can use bots to improve our productivity — for example, our analysis tells us that last week we saved 500 hours of Q&A time by training a Watson AI powered bot that answered more than 10,000 questions.

Skills obsolescence. Companies are being massively disrupted by technology and they have a desperate need for their employees to reskill themselves for the digital age.

60% of executives struggle to keep workforce skills current and relevant in the face of rapid technological advancement.[1]

HCM Challenges in the Retail Industry

With the accelerated technological, social and regulatory transformation, the Retail industry is faced with the following challenges in managing and retaining its workforce:

Talent Acquisition

– Ability to acquire talent to support the retail store's seasonal demand in a timely manner with the least administrative overhead

Labor Law Compliance

– Assurance to meet the fair hiring practices and labor laws around the world, along with proven screening and assessment capabilities

– For smaller retailers which cannot support having an HR Manager at each store, Store Managers typically don't have the necessary training or experience to make qualitative decisions. They often lack the required knowledge of labor, payroll and tax laws to be compliant

On-boarding

– Effectively onboard seasonal workers using automated new hire on-boarding and on-the-job training

– Multiple onboarding processes for regular employees and seasonal employees

Work Scheduling

– Effective work scheduling capability to meet retail's flexible work schedule needs, resulting in lower labor cost and higher profit

– Complex work scheduling based on employee availability, pay rate, skills with fluctuating business demand

– Lack of availability to technology when mobile and kiosk enabled capabilities are expected. Not all retail workers have real-time access to desktop applications to manage shift schedules changes, record time and view paycheck information

Employee Experience, Engagement and Talent Management

– High expectations in self-service capability including use of mobile capabilities, collaborative tools and clear career path guidance

– Clear definition of corporate objectives and goals cascaded throughout the organization results in improved employee engagement

– Career Development and Talent Review should be discussed and conducted throughout the tenure of an employee to promote aspirations, provide feedback and retain talent

Learning & Compliance

– New hire training to support the seasonal / part time workers

– Compliance tracking to assure licenses and certification completion

– Renewal of certifications and re-training performed without administrative overhead

Predictive Analytics

– Forward-looking insight into workforce trends in order to take action early, reduce attrition rates and align human capital plans with business objectives

3

The Cognitive Enterprise for HCM in Retail

Powered by IBM & Oracle

Talent Acquisition

– Ability to acquire talent to support the retail store's seasonal demand in a timely manner with the least administrative overhead

High rate of turnover, voluntary and involuntary attrition, high volume hourly employees and a predominantly millennial workforce. These are some of the most common challenges faced by our retail clients.

In order to keep up with the fast-paced nature of the retail industry, traditional HCM applications and methods are inadequate and highly limiting. Volume and speed have necessitated the inclusion of AI, chatbots and other cognitive methods to become part of the retail Human Capital Management ecosystem.

Hiring the right talent quickly saves money and increases revenue and profits. IBM and Oracle have specific AI and cognitive solutions to address this need.

Watson Recruitment generated 55% screening process efficiency gain according to recruiters.

IBM Watson® Candidate Assistant

IBM Watson Candidate Assistant is an AI and cognitive talent management solution that engages job seekers in personalized discussions and recommends positions that fit their skills and experiences to help them find a job that they will thrive in and grow with. By building trust and confidence in their first interaction with your company and recommending roles for job seekers that will fit their skills and experiences, costly hiring mistakes are avoided, and new hires turn into valued employees who will contribute to the success of the company.
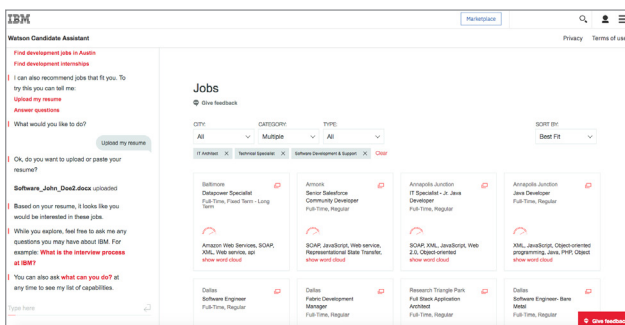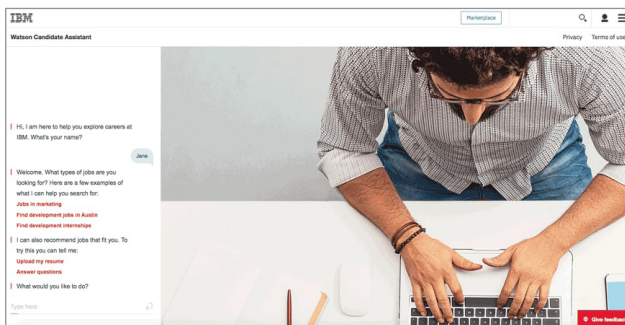
IBM Watson® Recruitment

IBM Watson Recruitment (IWR) is an AI-powered talent management solution that works seamlessly with your Applicant Tracking System (ATS) to increase recruiter efficiency. It surfaces the most qualified candidates for the job — without human bias — and identifies adverse impact. IWR focuses on skills and experiences. It does not take into account things such as a candidate's name, which human recruiters and hiring managers are likely to use to infer gender, ethnicity and other potential conscious or unconscious identifiers.

IBM Watson® Talent Match

With IBM Watson Talent Match, you can look beyond keywords to evaluate important intangibles — such as indirect skills — that are not explicitly specified on a resume. Rigorous evaluation of unstructured information, job classification, competency, skills, behavioral traits, and more.

Watson Candidate Assistant wins:

– Ventana Research 2018 Digital Innovation Award

– Human Resource Executive Top HR Product 2018

64%

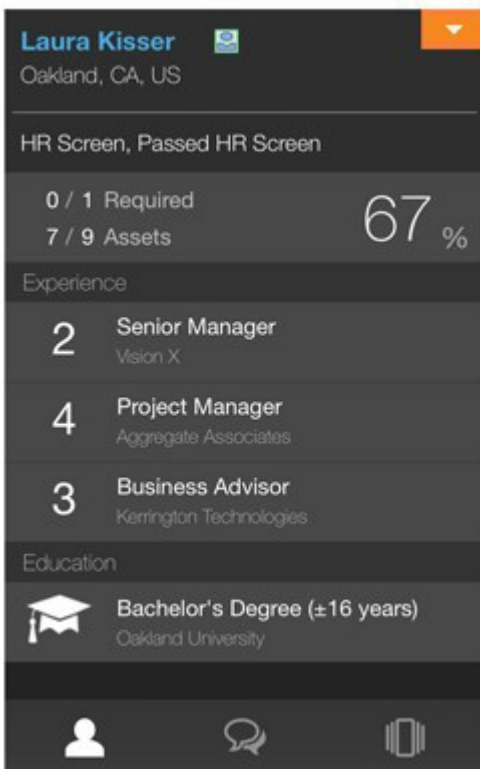more applicants from IBM Watson Candidate Assistant progress to in-person interviews

Learn more:
ibm.com/case-studies/buzzfeed

BuzzFeed

Flexible Choice

IBM Watson Candidate Assistant, IBM Watson Recruitment, and IBM Watson Talent Match can integrate with existing Oracle Taleo customers without requiring them to purchase any other Oracle products – such as Oracle Cloud HCM.

Laura Kisser
Oakland, CA, US

HR Screen, Passed HR Screen

0 / 1 Required
7 / 9 Assets   67 %

Experience

2   Senior Manager
     Vision X

4   Project Manager
     Aggregate Associates

3   Business Advisor
     Kerrington Technologies

Education

Bachelor's Degree (±16 years)
Oakland University

Oracle Talent Acquisition Cloud (OTAC)

Oracle Cloud HCM offers multiple options for talent acquisition including Oracle Recruiting Cloud (ORC) and Oracle Talent Acquisition Cloud (OTAC). ORC is a new recruiting and candidate relationship management solution delivered natively as part of the Oracle Cloud HCM suite. It enables employers to track and measure complete information about their talent across the HR spectrum. It keeps the candidate experience at the center of the recruiting process by leveraging innovative technologies such as chatbots, and a modern and mobile-friendly User Experience (UX). A key differentiator with ORC is the seamless integration with key onboarding processes that are part of the HCM Cloud suite of services.

Multichannel sourcing of talent by integrating with job boards and social networks such as LinkedIn.

Customer branded career portal/site with the ability to incorporate media support for video, audio and other forms.

Interview scheduling ability for a candidate to select an interview time slot made available by the recruiting team.

Additional information request from candidates after the initial application has been submitted.

Automated candidate selection facilitates a candidate to automatically move forward in a selection process if certain criteria are met in their current status.

Up to **72%**
more accurate
background verification

Background Verification

Background Verification is a blockchain enabled automated solution for background check of candidates in the recruitment process. This tool integrates Applicant, Employers, Educational Institutes and Other Party information and creates centralized repository. This one-stop solution helps attaining higher transparency with direct and easy access of authentic data, ensuring right hiring and meeting regulatory & compliance requirements.

Labor Law Compliance

– Assurance to meet the fair hiring practices and labor laws around the world, along with proven screening and assessment capabilities

– For smaller retailers which cannot support having an HR Manager at each store, Store Managers typically don't have the necessary training or experience to make qualitative decisions. They often lack the required knowledge of labor, payroll and tax laws to be compliant

During the recruiting and onboarding processes, **labor law compliance** is mandatory. Smaller retailers cannot support having an HR professional at each store leaving hiring decisions to a Store Manager who often struggles to keep up with regulatory requirements. Better support is needed to guide managers through labor, payroll and tax law compliance.

Oracle Recruiting Cloud (ORC)

With **ORC**, you can easily and consistently track candidates through the hiring process and meet the fair hiring practices and laws around the world such as Equal Employment Opportunity in the United States and local data privacy and employment laws in Europe and Asia.

Instant short list makes the job of screening candidates as easy as possible while simultaneously enabling high quality with advanced search, innovative quick filter technology, and proven screening and assessment capabilities.

Background checks are run on candidates as part of their candidate selection process to ensure their background is verified before hiring them. Third party integration capability to background check vendors with ORC is also available.

On-boarding

- Effectively onboard seasonal workers using automated new hire on-boarding and on-the-job training
- Multiple onboarding processes for regular employees and seasonal employees

The candidate experience, while starting during the recruitment process, continues through onboarding. The onboarding process is the candidate's, now employee, first encounter with the organization's business processes.
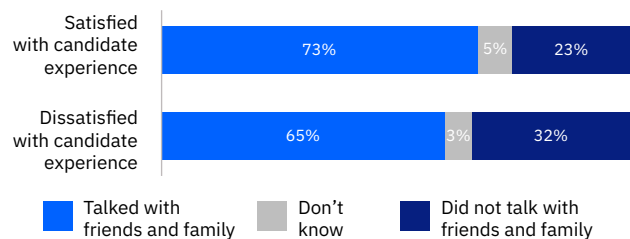
In the retail industry where turnover is high and speed to hire and onboard is a critical success factor for the business, an unpleasant onboarding experience can directly impact future hires — references, friends and family. **Oracle's onboarding platform automates** your onboarding process by making it available online. Configurable onboarding portals help candidates quickly complete necessary documentation. These onboarding portals have the ability to host rich media content and integrated compliance and role-based training. All this, even before their first day on the job!

IBM Adverse Impact Analytics (AIA)

Adverse Impact Analytics (AIA) enables clients to observe areas of possible Adverse Impact within hiring models produced by IBM Watson Recruitment (IWR). Adverse Impact can either be "trained" with data used to train the system or it can develop over time as the system updates based on user biases.

Candidates talk regardless of candidate experience:

	Talked with friends and family	Don't know	Did not talk with friends and family
Satisfied with candidate experience	73%	5%	23%
Dissatisfied with candidate experience	65%	3%	32%

Source: WorkTrendsTM 2016 Global
(Recent job applicants n=7,096)

Work Scheduling

– Effective work scheduling capability to meet retail's flexible work schedule needs, resulting in lower labor cost and higher profit

– Complex work scheduling based on employee availability, pay rate, skills with fluctuating business demand

– Lack of availability to technology when mobile and kiosk enabled capabilities are expected. Not all retail workers have real-time access to desktop applications to manage shift schedules changes, record time and view paycheck information

Hourly workers comprise the majority of the retail workforce. These hourly workers record time against shifts worked in order to earn their pay. This process is called positive time reporting. There are several challenges and factors which need to be accommodated while managing an hourly workforce. Some of the common challenges are:

1. Creating a shift roster
2. Identifying required/necessary skills per shift
3. Matching employee availability, preferences, seniority, pay rates, skills with fluctuating business demand
4. Managing overtime while scheduling resources
5. Enabling shift swapping flexibility amongst resources

Lack of an efficient way to manage the above has a direct impact on operations and contribute to the following management challenges:

1. Absence of a sophisticated scheduling tool, visibility on shift details, overtime opportunities, shift swap functionality
2. Inefficient scheduling, low employee utilization, higher labor cost and reduced employee morale
3. Managers' spend more time on administrative work — shift planning, approvals, reporting
4. Minimal visibility on shift data of the employee, department and company which impacts planning, budgeting and business targets
5. Ineffective scheduling triggers compliance issues like the risk of not adhering to policies, labor laws and union rules
6. Limited and low utilization of modern technology and real-time data for self-service and administrative tasks

IBM Shift Rostering

IBM's Shift Rostering solution, built on Oracle Platform as a Service (PaaS) and mobile platform powered by IBM Watson®, is fully integrated with the Oracle Cloud HCM SaaS solution. IBM has invested to develop this supplemental solution to further enhance the already delivered functionality in the Oracle Cloud HCM product. Our solution is designed for payer and provider organizations of all sizes and business models and incorporates chatbots for both managers and employees, while offering a personalized employee experience.

IBM's Shift Rostering solution includes:

A. Enables employees and managers to "swap" shifts once they have been scheduled

B. Bot-enabled user interface is conversational, for example, "What shift do I work on Thursday?" or "Can I swap my shift?"

C. Integration with Oracle Cloud HCM to retrieve employees' personal data and work schedule data

D. Integration with Oracle Cloud HCM to update employee shift changes after shift swap

IBM's Shift Rostering solution is time efficient and user-friendly, providing the user with a convenient and intuitive way of creating and swapping schedules quickly using natural language. The solution is ideal for retailers that experience business stress during peak sales periods such as holidays, weekends, special sales or events. Store Managers do not need to spend time accommodating work schedule changes from part-time and seasonal employees.

View Employee Work Shift
Swap Work Shift with another qualified employee
Submit Shift Swap Request
Once approved, directly update Oracle Cloud HCM
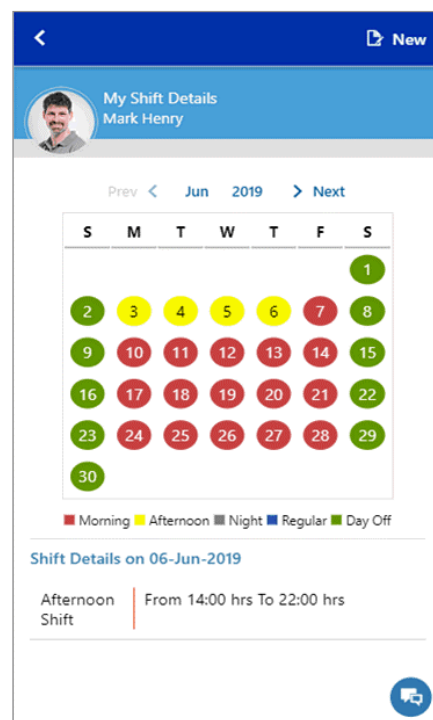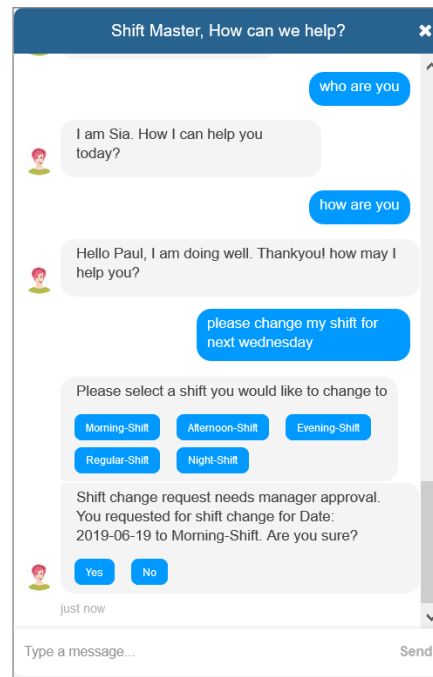
The Resolution Foundation thinktank study shows that 60% of the retail workers are under the age of 30.

Up to 50%
efficiency in tracking
employees and time clocking

Geo Tagging and Geo Fencing

Managing employees effectively is one of the biggest challenges that organizations with distributed workforce face. This becomes more complicated with a shift-based and a multi-location system. Geo Tagging and Geo Fencing solution enables automated time logging of remote working employees in a safe and secured manner. It helps saving your organization time and ensure shifts are logged correctly.

Exit Interview Assistant

Digital Interview Assistant is a chatbot who engages with leavers at the point they submit their resignation. Eileave will adapt their questioning method using sentiment analysis to capture why the individual is leaving your organization. Once analyzed, Eileave proactively provides insight to HR to inform policy, procedure and development needs identified. Increases the efficiency of HR organization by 50% by understanding the employee feedback and taking corrective actions.

Employee Experience, Engagement and Talent Management

– High expectations in self-service capability including use of mobile capabilities, collaborative tools and clear career path guidance

– Clear definition of corporate objectives and goals cascaded throughout the organization results in improved employee engagement

– Career Development and Talent Review should be discussed and conducted throughout the tenure of an employee to promote aspirations, provide feedback and retain talent

The high percentage of millennials and Gen Y retail workers means modern HR user experience is critical. The ability to access real time HR related information for the employees and staff members in a user-friendly interface and readily available to use anywhere and anytime is essential.

Oracle HCM Mobile

Many of the retail staff members are not equipped with a laptop or office space. Oracle Human Capital Management Cloud using the **Oracle HCM Mobile Platform** allows useful features available in the mobile app including:

– **Learning**: Employees can view learning assignments offline

– **My Day**: Employees can view events scheduled for the day

– **Talent Profile**: Employees can view skills and qualifications

– **Goals**: Employees can track goals on the go

– **Pay**: Employees can view and download their pay slip PDF

– **Absences**: Employees can view planned absences and available balances

– **Time**: Employees can view time cards

IBM Watson® Career Coach

Supplementing the delivered Oracle functionality is **IBM's Watson® Career Coach**. A virtual assistant that aligns your business goals with your employees' career aspirations. Watson Career Coach learns about an employee's preferences and interests and makes recommendations for job roles based on their current role, skills and career moves others have made from this role. Watson serves as a personalized development coach and recommends learnings to close skill gaps to their preferred role. Internal mobility is encouraged by notifying employees of internal opportunities that are consistent with their career objectives.

76% of millennials think professional development opportunities are one of the most important elements of company culture.[2]

Watson Career Coach
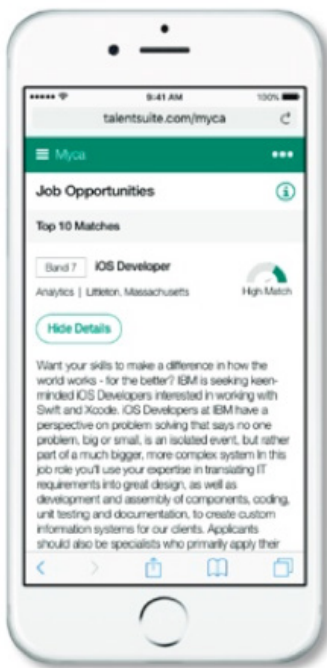
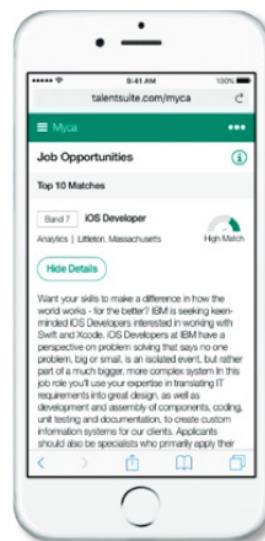Choose best-fit roles and apply directly
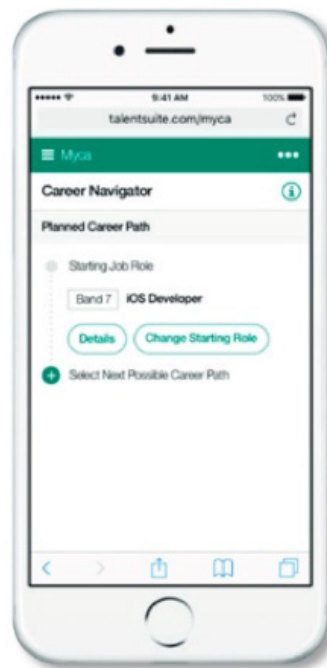
Explore career options and plan next steps
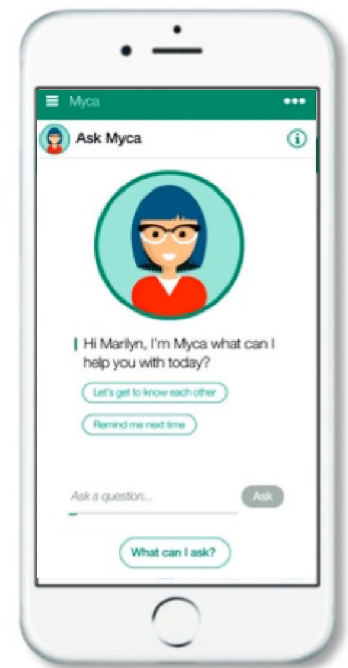
Seek answers to career-related questions

Job Opportunity Match

Employees can find open job positions deemed a good fit for them, by answering a set of skills-based questions or uploading their resume. Using IBM Watson APIs, Career Coach matches users to internal job opportunities that are relevant to their current career experiences. Users can refine their search using location filter and apply directly from Watson Career Coach to initiate their next professional move.

Choose best-fit roles and apply directly

Career Navigator

Employees can define a personalized career progression and receive guidance based on job transitions of others in similar positions and roles. Career Coach makes recommendations for each next step with multiple job role choices with ratings for each based on organizational demand and skill match. It prepares employees for selected career growth, with relevant upskilling suggestions. Users can modify, at their own pace, their selected career plans, as needs or desires change.
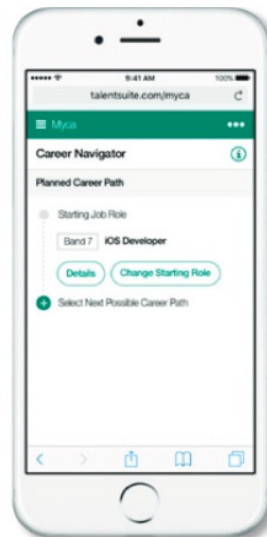
Explore career options and plan next steps

Personal Career Advisor

Myca (My Career Advisor) is the mobile chatbot that employees can engage with anywhere, anytime. It interviews users, understands their needs, and provides instant, personalized career advice to the most commonly asked career-related questions. Powered by IBM Watson, Myca supports 40+ career-specific questions as well as general out-of-the-box 'chit-chat' queries. This cognitive-bot learns from user feedback on its answers and additional comments, to personalize and refine its future responses.
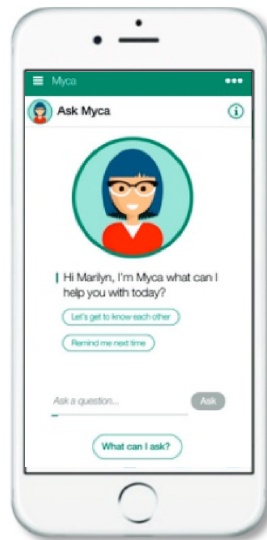
Seek answers to career-related questions

Cognitive chatbot, "Goldie" was deployed to more than 250,000 staff members. Powered by IBM® Watson™, this solution resulted in unparalleled employee engagement, rapid return on investment and substantial annual savings.

Learn more:
ibm.biz/goldiekeynote

EY
Building a better working world

Reduces the effort of job & competency framework building by **40%**

Watson Talent Frameworks

Watson Talent Frameworks is a ready-to-use library of job profiles and associated skills. Includes interview questions, coaching tips, development goals, and prescriptive learning suggestions for each competency and skill level. This job-based competency library, organized into job profiles and job families provides a broad range of common skills classifications and criteria. It contains over 3,000 unique jobs and over 2,000 competencies specific to general corporate functions, customer services functions, information technology functions, and various industry verticals.

Employee Learning Recommendation

Employee Learning recommendations help in talent development in the right path by

– Determining key skills needed for the future.
– Identifying skill gaps.
– Recommending courses and learning paths to help attain key skills appropriate for the Job Profiles.

Benefits

– Expedites Talent Development and Growth.
– Increases Employee productivity, organization readiness and efficiency.
– Helps assessing organization parameters against industry benchmarks.

Ask BEE — Digital Assistant

Ask BEE ! An AI & voice enabled chatbot with proactive conversation for Employee & Manager Self Service transactions along side capabilities to launch it from any web-based application. It's built on Platform based ODA. Chatbot allows to converse with HCM Cloud and eases operation for -

– Employee Self-service — update employee details
– Manager Self-service — transfer, promotion etc.
– Compensation — view paycheck, update bank details
– Benefits — enrollment in benefit plans
– Health & Safety — Raise and view health incidents
– Recruiting — View open positions, apply for internal jobs and track application status
– Approval Status — Viewing approval status and delegating approvals
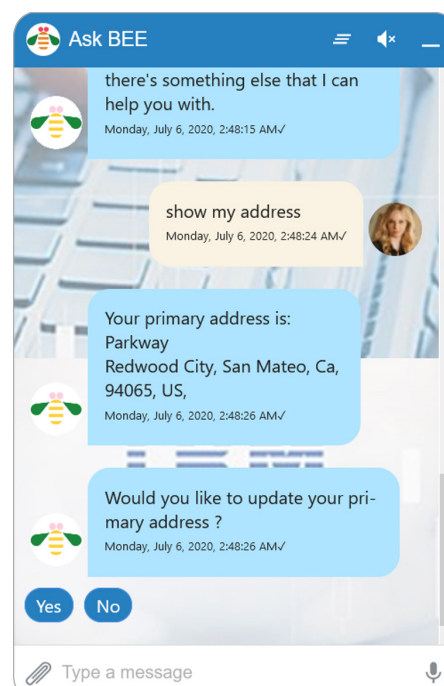
Learning & Compliance

– New hire training to support the seasonal / part time workers.

– Compliance tracking to assure licenses and certification completion

– Renewal of certifications and re-training performed without administrative overhead

Oracle Learning Cloud

Oracle Learning Cloud is available for everyone, anytime, anywhere. *Learners* can discover, consume, publish, and collaborate using the social features of liking, recommending, or contributing to the conversation. They can also download content to mobile devices to consume learning offline.
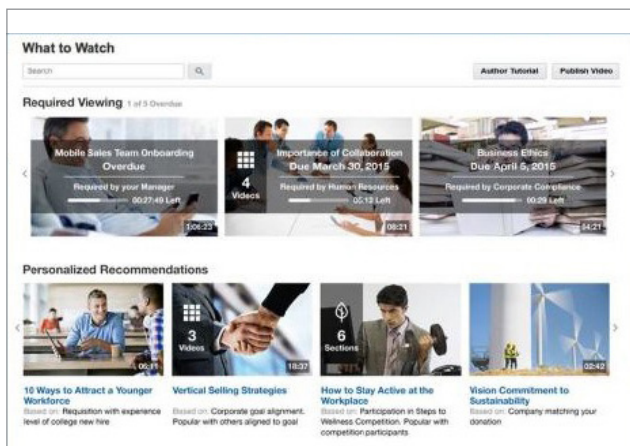
Learners can discover and consume learning that is relevant to their job roles. Subject matter experts can easily share their knowledge with the rest of the organization and gain recognition for their contributions. In retail, immediate ramp up of store staff is critical to increase productivity - upon onboarding, managers can push learning to their staff members and track the teams progress.

HR specialists can manage the learning catalog and drive compliance needs by administering required learning across the organization. Learning specialists can assemble online offerings, courses, and specializations using videos and SCORM-compliant content.

HR specialists can set up certification compliance with complex assignment rules around expiration and renewal.

In retail, it is critical for staff members to keep their license and certifications up to date for compliance. **Automation and Assurance of Compliance Training** is available in Oracle Learning Cloud.

Predictive Analytics

– Forward-looking insight into workforce trends in order to take action early, reduce attrition rates and align human capital plans with business objectives

Oracle HCM Workforce Predictions

Oracle HCM **Workforce Predictions** provides forward-looking insight into your workforce trends and enables you to take action early, aligning human capital plans with organizational business objectives.

Predictions uses current and historical indicators to predict performance and attrition, determines corrective action through "what if" scenario modeling and provides the ability to implement that corrective action. Several factors are taken into account while constructing the "what if" scenarios such as historical and current employee performance, their compensation history, vacation and time off patterns.

Predict Worker and Team Performance

Insights regarding how a worker may perform in a new role, given their current skills and experience.

Predict Worker and Team Attrition

Leverage 9-box view of your workforce to identify "at risk" top performers and focus on taking steps to retain them.

Improve Performance and Reduce Attrition through "What If" Modeling

Model different scenarios to see how changes in policies, vacation, pay or promotions can affect your organization.
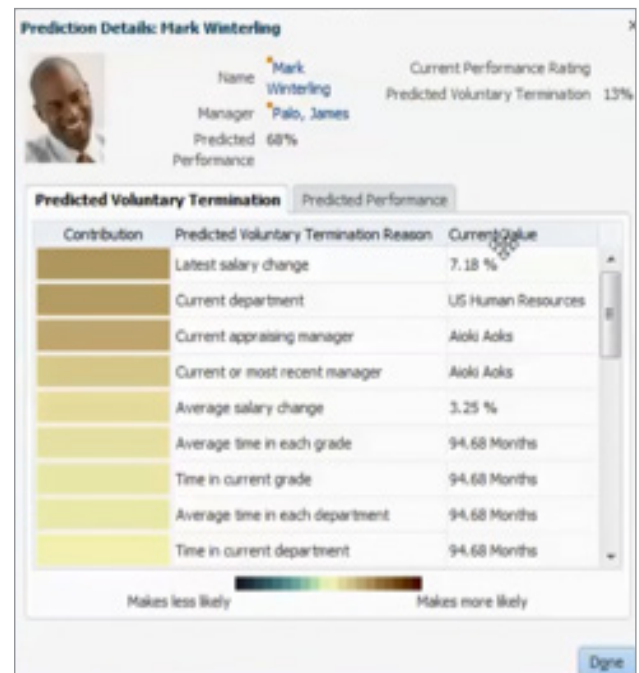
4

What Next?

In HR in 2017 alone,
IBM realized $107 million
in savings as a result of AI

Digital talent management can provide retail stores with a 3% increase in store productivity and 5% decrease in HR and recruiting administrative costs.[3]

Convergence of technological innovation, social and regulatory transformations has made Retail Industry a dynamic market place. To keep up with the disruption, the emergence of the Cognitive Enterprise is inevitable. The ability to manage the needs of your workforce from recruitment and learning to retention is paramount to the success of the enterprise. The opportunity to harness Oracle's vertically integrated HCM Cloud with IBM's Cognitive capabilities has the potential to accelerate industry transformation into intelligent automation.

To learn more or to request a demo of Oracle Cloud HCM capabilities with Cognitive Solutions for the Retail industry, please reach out to your IBM client executive.

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Client
Case Study

"The combination of Oracle HCM Cloud and IBM Global Business Services contributes directly to our ongoing recovery and growth."

— **Ioannis Boutaris, HR Technology Manager, Co-operative Group Limited**

Co-Operative Group Limited

Problem

The Co-op is on a journey to empower its colleagues to serve its members and customers better. Part of the transformation is to standardize and create easier HR processes based on Oracle Cloud HCM solutions, implemented by IBM® Services.

Requirements

– Streamline operations and reduce costs
– Consolidate inconsistent and duplicated systems and processes caused by multiple acquisitions
– Unify and "rebuild" the business

Solution

– Oracle Human Capital Management (HCM) Cloud
– Oracle Talent Management Cloud
– Oracle Payroll Cloud

Results

– Standardized company-wide HR processes which will make it easier for "teams" to manage issues
– Frees up valuable time for colleagues to spend with customers and members
– Cuts costs with streamlined processes and by refocusing the HR operating model
– **Payroll processed** for over **90,000 users**
– **40% reduction** in payrolls and **50% reduction** in pay codes
– **76% reduction** in compensation cycle run time
– **28% reduction** in HR **operating costs**
– **100% customizations removed**
– Executive talent review process reduced from **6 months down to 2 months**
– Online pay slips **increased from 30% to 50%**

Learn more
ibm.biz/coopcasestudy

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Why IBM?

IBM is one of Oracle's largest and most experienced systems integration partners jointly helping customers for over 35 years:

Oracle Partner

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[1]Source: IBM Institute for Business Value
 Facing the Storm, Navigating the global skills crisis

[2]2017 Hiring Outlook

[3]Source: McKinsey Institute

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