



Chang Hwa Bank
Taipei, Taiwan
www.chb.com.tw

Industry:

Financial Services

Annual Revenue:

US\$356 million

Employees:

6,256

Oracle Products & Services:

PeopleSoft Enterprise
Human Capital Management

Oracle Partner:

Unisys Taiwan
www.unisys.com

“We must prepare and train talents in advance to cope with the keen competition in the market. Oracle and PeopleSoft HCM solutions not only upgraded our HRD to a strategy-oriented unit, but also helped executives and personnel grasp complete career information with its powerful functions.”

– Tzer-Lin Wang, HRD Director

Chang Hwa Bank Deploys E-Solution to Strengthen Human Capital Management

Founded in 1905, Chang Hwa Bank is one of the oldest and most respected financial institutions in Taiwan. The bank offers a full range of retail, commercial, and investment banking services. Six years ago, it undertook a business process reengineering program to ensure it could maintain competitive advantage and support expanding operations.

Challenges

- Attract and retain talented personnel by developing attractive and competitive job packages
- Cultivate existing talent to ensure they have the skills and knowledge of senior staff, who are near retirement age
- Replace aging human resources (HR) management platform and integrate salary and performance evaluation systems
- Eliminate manual data input and processing

Solution

- Implemented a range of PeopleSoft Human Capital Management products from Oracle to build a single, integrated HR management platform
- Strengthened management and transformed HR division into a strategy-oriented unit by providing staff with integrated data for high-level analysis
- Gained the ability to accurately assess promotions, transfers, and salary increases by deploying a comprehensive performance evaluation system
- Introduced self-service functions that allowed staff to check and update their personal information
- Improved efficiency and responsiveness and minimized errors by replacing paper-based operations with automated system
- Shortened lead time for online application development
- Ensured successful implementation and ongoing maintenance by engaging Oracle Partner Unisys Taiwan to oversee the deployment and transfer knowledge to the bank’s IT staff