



Hewitt Associates, Inc.
Lincolnshire, IL
www.hewitt.com

Industry:

Professional Services

Employees:

19,000

Oracle Products & Services:

Oracle Human Resources
Oracle Payroll
Oracle Self-Service HR
Oracle On Demand

Oracle Partner:



Symatrix
Leatherhead, U.K.
www.symatrix.com

“Oracle’s world-class human resources processes and flexible software-as-a-service offering, combined with our unrivalled expertise in personnel management, has enabled us to provide a turnkey solution that transforms the human resources function into a high-value, low-cost asset for Marriott.” – Stephen Randall, Associate, Hewitt Associates

Hewitt Associates Helps Marriott U.K. Optimize Human Resources Management While Cutting Costs

Hewitt Associates, Inc. is the world’s foremost provider of human resources (HR) outsourcing and consulting services with more than 60 years experience. The company administers human resources (HR), payroll, healthcare, and retirement programs on behalf of 300 companies to millions of employees and retired staff in 35 countries.

Challenges

- Identify a scalable, cost-effective HR and payroll platform and suite of best-practice processes on which to operate HR business process outsourcing for 10,000 Marriott U.K. associates, following the formation of the joint venture between Marriott Hotels Ltd and Whitbread PLC
- Optimize system availability and security, increase Marriott’s return on investment, and lower total cost of ownership by outsourcing technology management
- Meet a target to go live in nine months

Solution

- Recommended Oracle On Demand as Marriott’s technology and applications hosting partner to ensure unrivalled availability, performance, and flexibility at a low per-user price
- Leveraged the HR expertise of Oracle Certified Advantage Partner Symatrix and its collaboration with Oracle On Demand to implement and go live on time and on budget
- Achieved a smooth first pay run with a minimal error rate
- Created a single, centralized, Web-enabled HR database for Marriott, making HR details available to U.K. HR managers
- Benefited from Oracle’s secure, high-performance architecture to facilitate seamless, real-time connection between the routine transactional processes outsourced to Hewitt and the strategic activities retained by Marriott
- Used Oracle’s Web-enabled processes to minimize the need for Marriott to retain functional specialists at all of its hotels
- Enabled Marriott to make significant savings in infrastructure management by using Oracle On Demand