



Meteor Mobile Communications  
Dublin, Republic of Ireland  
[www.meteor.ie](http://www.meteor.ie)

#### Industry:

Communications

#### Annual Revenue:

US\$683 million

#### Employees:

800

#### Oracle Products & Services:

Oracle Human Resources  
Oracle Self-Service Human Resources  
Oracle Discoverer

#### Oracle Partner:



Titan Technology Partners  
[www.ttpartners.com](http://www.ttpartners.com)

**“Before implementing Oracle Human Resources, we encountered data consistency challenges. Since automating business processes and removing manual intervention, we now have 100% confidence in our data. This knowledge makes a huge difference and enables the HR team to add tremendous value to the business.”** – Cormac Cullinan, HR Shared Service Manager, Meteor Mobile Communications

## Meteor Mobile Communications Boosts Efficiency with Flexible HR System

Meteor Mobile Communications is an Irish mobile communications operator with 39 stores across Ireland. A wholly-owned subsidiary of Eircom Group plc, Meteor serves 1 million customers, with a 19% market share within the Irish mobile communications market. In 2008, Meteor was voted one of the best 50 companies to work for in Ireland.

### Challenges

- Replace six legacy human resources (HR) systems designed for a smaller workforce of 200, with an integrated, scalable solution to meet the needs of more than 800 employees
- Automate HR processes to more efficiently manage a rapidly growing workforce in the expanding mobile communications market
- Implement self-service functionality to empower both managers and end users
- Implement a cost-effective, flexible solution to adapt quickly in the rapidly-changing communications industry

### Solution

- Worked with Oracle Partner Titan Technology Partners to implement Oracle Human Resources, Oracle Self-Service Human Resources, and Oracle Discoverer in just four months
- Improved productivity and efficiency within the HR department, freeing the staff to concentrate on proactive support
- Reduced administration time and improved data accuracy by eliminating the need to manually update seven different applications with every employee change
- Enabled all 800 employees in regional offices and stores to validate personal data and answer simple queries immediately rather than waiting for the usual three days stipulated in the previous service level agreement
- Consolidated reporting and improved auditing and compliance by providing a single version of the truth from centralized data