



National Health Service Electronic Staff Record
Warwick, England
www.esrsolution.co.uk

Industry:

Healthcare

Annual Revenue:

More than \$1 billion

Employees:

1.2 million

Oracle Products & Services:

Oracle Human Resources
Oracle Self-Service HR
Oracle Payroll
Oracle Discoverer

“NHS Electronic Staff Record is designed to free employees to spend less time on paperwork and administration, and more time providing value-added service. Oracle’s human resources applications allow us to provide each employee with a comprehensive and portable record that can follow them throughout their career.” – Jim O’Connell, Program Director, National Health Service Electronic Staff Record

The National Health Service Electronic Staff Record Modernizes its Human Resources System

National Health Service Electronic Staff Record (ESR) is the world class, national, integrated human resources and payroll system that will be used by all of the more than 600 National Health Service (NHS) organizations throughout England and Wales. The NHS is implementing ESR for the government’s Department of Health, working with a supplier consortium led by McKesson UK.

Challenges

- Replace 28 payroll solutions and 38 disparate human resources (HR) solutions within the NHS, as part of the NHS’s improvement program
- Effectively manage the entire workforce of 1.2 million employees with a single integrated solution

Solution

- Replaced multiple legacy HR and payroll systems with Oracle Human Resources, Oracle Payroll, and Oracle Self-Service HR—improving service to HR and payroll departments, as well as to individual managers and employees
- Integrated all NHS data and processes across England and Wales, ensuring data reliability and eliminating duplicate entries
- Integrated HR system with external government agencies such as the Inland Revenue, as well as with other NHS systems
- Automated manual processes, freeing staff to concentrate on core activities
- Reduced cycle times and ensured complete process visibility for improved auditing, providing the NHS with the potential to save \$230 million each year
- Provided routine and ad-hoc reporting of strategic HR information at local, national, and regional levels, improving overall management and decision-making
- Allowed NHS to plan, recruit, pay, manage, develop, and retain a workforce with the appropriate skills for a 21st century NHS
- Helped employees to manage their own career, boosting staff satisfaction levels