



Scottish Government
Edinburgh, Scotland
www.scotland.gov.uk

Industry:

Public Sector

Annual Revenue:

US\$65 billion

Employees:

9,700

Oracle Products & Services:

Oracle Human Resources Management
Oracle Self-Service HR
Oracle Learning Management

Oracle Partner:



Tata Consultancy Services
www.tcs.com

“Oracle Human Resources Management Release 12 has helped us create a culture that empowers our staff to reach their career goals while helping us deliver on our corporate objectives.” – Melanie Lawrie, E-HR Application Support Manager, Scottish Government

Scottish Government Transforms Human Resources through Shared Services and Best Practices

The devolved government for Scotland is responsible for providing key services such as healthcare, education, justice, and transport for Scotland’s five million people.

Challenges

- Enforce best-practice human resources (HR) processes for 8,000 core employees and 1,700 contractors and staff seconded from government-related agencies and other public bodies as part of the eHR transformation program
- Standardize processes while giving employees greater control over day-to-day HR issues and longer-term career development
- Streamline all processes throughout the hire-to-retire lifecycle
- Reduce administration, improve efficiency, and cut costs

Solution

- Replaced legacy HR database for government and agency staff and disparate in-house, spreadsheet-based applications with Oracle Human Resources Management Release 12
- Benefited from the system’s intuitive self-service interface, greater user configurability, and workflow-enabled process flows that boost efficiency by linking HR actions to life events
- Leveraged the expertise of Oracle Certified Advantage Partner Tata Consultancy Services (TCS) to reorganize key processes in preparation for eHR and achieve a timely, on-budget go live
- Gained an accurate, up-to-date view of human capital assets by consolidating all data held on each person in a single record
- Relocated staff from the multiple HR teams used by the Scottish Government and agencies to a shared-service HR center of excellence operating a single, consistent set of procedures
- Cut administration costs by devolving responsibility for leave and sickness management to staff
- Gained the ability to track staff training and ensure skills are in place to meet organizational objectives
- Interfaced specialist third-party payroll, staff directory, and flexi-time applications with new system to ensure seamless, end-to-end HR processes