

enjoy!Whitbread

Whitbread PLC
Luton, England
www.whitbread.co.uk

Industry:

Retail

Annual Revenue:

US\$3.4 Billion

Employees:

40,000

Oracle Products & Services:

Oracle Human Resources
Oracle Payroll
Oracle iLearning
Oracle Tutor
Oracle Self-Service Human Resources

Whitbread PLC

Whitbread PLC is the United Kingdom's leading hospitality company, managing the country's No. 1 brands in hotels, restaurants, and health and fitness clubs. More than 10 million customers visit the company's 1,500 outlets each month. Whitbread's mission is to become the employer of choice in the U.K. leisure industry by creating and maintaining a work environment in which high quality, committed, and talented people can thrive and fulfill their career ambitions.

Challenges

- Create a single, integrated employee management platform to replace the multiple systems that have developed over time across the various Whitbread brands and enforce consistency in staff records and human resources management companywide
- Improve the quality of employee information available for decision makers to align staff planning and corporate strategy
- Develop an online, self-service interactive enterprise resource planning training system for employees in all areas of the business while lowering costs

Solution

- Implemented Oracle Human Resources to streamline human resources and payroll management and provide a single repository of all staff details
- Centralized employee management solution reinforces the 'One Whitbread' initiative for consistent corporate branding
- Implemented Oracle iLearning for simultaneous rollout of online learning programs to staff across the country
- Minimizes work disruption because workers use Oracle iLearning to train at their own pace
- Through Oracle Tutor, Whitbread gained the ability to create and deploy training and reference materials rapidly while simultaneously cutting administration costs
- Whitbread's Oracle-based e-learning program achieved completion rate of 92%, substantially higher than traditional training methods
- Allows managers to access training and payroll records through Oracle Self-Service Human Resources