



ORION SUCCESSFULLY DELIVER ORACLE HRMS AT SPECIALIST COMPUTER HOLDINGS

Orion Partners have completed the implementation of Oracle HR and Payroll for Specialist Computer Holdings, a leading provider of IT solutions and services.

As a highly successful and rapidly expanding IT services organisation, SCH was experiencing a number of constraints stemming from their existing HR management systems. These issues had a knock on effect to the underlying HR and Payroll processes which were labour intensive and repetitive.

SCH European General Manager, James Rigby was specific about the reasons for selecting Orion to complete the work:

“Orion were highly recommended by Oracle themselves and demonstrated both solid track record and referenceability and a good cultural fit with SCH. Throughout our discussions we developed a positive feel around the trust and people aspects of the evaluation.”

Key business drivers for change in SCH were:

- **Reduce Manual Processes** – A large amount of information was passed manually between departments necessitating numerous logs and checks to ensure that nothing was missed and undermining HR/Payroll effectiveness.
- **Maintain “one version of the truth”** – Previously, SCH utilised three core employee systems and lacked a single source of information for people management issues. Data was separately keyed to each system with a resulting fragmentation of data and a need for regular audits to ensure that data was kept in sync.

- **Improve management visibility of the workforce** - Managers access to employee information was restricted to basic ‘intranet directory’ type information. As a result information on absence and other key details tended to be kept locally as well as in HR
- **Improve MI and reporting** – As a result of data and access problems, HR reporting was difficult and frequently out of date. Data required frequent manual manipulation and lacked key indicators for absence, salary costs etc
- **Improve employee access to information** – Staff had little access to their own records or information on their progress against key HR criteria. A key objective of the new system was to improve accessibility to key data for all employees.
- **Support TUPE transfers** – SCH’s rapid expansion has created an increasing demands for TUPE transfers with an associated increase in the effort to accommodate multiple terms and conditions. A critical function of the new system is to support current and planned growth and associated HR activity.

CONTACT US

If you would like more about how Orion Partners can help your HR function give a better service to the business and at reduced cost, please contact us on +44 (0) 20 7078 6566

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As a provider of world-class solutions for their clients, SCH wanted to implement the industry leading HR application to meet their own HR and Payroll requirements and to serve as a best practice showcase for their prospective clients; SCH chose Orion to deliver the Oracle HRMS solution.



THE SOLUTION

Orion Partners are the market leading independent advisors on HR Transformation. Orion's services include the full lifecycle support of all aspects of organisational; process and technology change to support the transformation agenda. Orion's deep expertise in HR and status as an Oracle implementation partner made them an ideal choice to partner with SCH for the delivery of critical HR/Payroll applications.

Orion implemented HRMS using a phased approach. This allowed SCH to proceed at a pace that would accommodate the other challenges of their expanding business. The first phase delivered processes for Hire, Job change, Personal data change, Termination, Absence and Payroll. It also provided management information via Discoverer reporting and HRMS Intelligence and an interface to the Intranet Directory. The second phase includes the roll out of Manager and Employee Self Service.

Sticking closely with vanilla functionality, wherever possible, Orion worked with representatives from HR, Payroll and other parts of the business to define processes. The resulting functional specifications were developed in the UK. Configuration and development work was carried out offshore in Bangalore, India.

Orion Programme Manager, Jo Adams said of the approach:

"Having some of the offshore staff on site in the UK is the key to making the offshore implementation model work. It eliminates the confusion that can occur when developers are working purely from a written specification!"

KEY POINTS

Orion's solution delivered significant benefits to SCH at several levels:

- Orion delivered a high quality solution, to agreed time and budget, to a demanding customer with exacting standards.
- Effective leveraging of Orion's programme management capability, functional expertise and design skills, coupled with the cost-effective use of off-shore resources to deliver technical developments led to a 30-40% reduction in implementation costs over more typical delivery services.
- Orion engaged with the key client stakeholders at all stages and took time and effort to understand the context in which changes were being made. The result was a solution that was responsive, adaptable and focused on client need.

Overall, James Rigby was highly positive about the experience of working with Orion:

"Orion demonstrated a balanced and innovative approach to offshoring overlaid with solid programme management. Throughout the project Orion showed both excellent business understanding and technical competence."



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