

John Lewis Partnership

John Lewis Partnership
London, England
www.johnlewispartnership.co.uk

Industry:

Retail & Distribution

Annual Revenue:

US\$10.5 billion

Employees:

64,000

Oracle Products & Services:

Oracle Tutor
Oracle iLearning
Oracle Human Resources
Oracle Payroll
Oracle Self-Service HR
Oracle Time and Labor
Oracle Compensation Workbench

Implementor:

Oracle Consulting

“The expert support of Oracle Consulting Services has accelerated our ability to deliver progressive, innovative, people-driven personnel services that enhance the lives of our employee partners throughout their career with John Lewis.”

– Paul Backhouse, Head of Personnel Policy and Benefits,
John Lewis Partnership

John Lewis Partnership Enhances its ‘Employer of Distinction’ Reputation with HR and Payroll Solutions

One the U.K.’s top ten retail businesses with 27 John Lewis department stores and 174 Waitrose supermarkets, John Lewis Partnership offers unparalleled service and quality products to its customers. The company is the U.K.’s largest worker cooperative, with all permanent staff enjoying a shareholding in the business.

Challenges

- Standardize, integrate, and centralize HR and payroll functions group-wide to align people management with business objectives and maximize career development opportunities
- Leverage market-leading HR practices to enhance reputation as an employer of distinction and attract top retail professionals

Solution

- Evaluated two leading HR and payroll solutions and chose Oracle for its advanced functionality, more flexible licensing model, and live, referenceable payroll customers
- Commissioned Oracle Consulting to help function heads and IT staff design best-practice processes and deploy Oracle Human Resources and Payroll enterprise-wide
- Benefited from configuration and technical expertise of Oracle Consulting to go live on time and on budget at all John Lewis department stores and Waitrose supermarkets
- Used Oracle iLearning to train all 9,000 staff using the Oracle applications in only three months and supplement the classroom learning provided to professional HR users
- Cut costs and saved time by writing test scripts, documenting agreed processes, and creating application training materials using Oracle Tutor’s online repository of model procedures
- Used Oracle Tutor to build a corporate library of instructional content in line with John Lewis Partnership’s business needs
- Benefiting from Oracle Human Resources to consolidate 64,000 personnel records into a single database and enforce fair, consistent, market-leading HR and payroll procedures
- Rolling out Oracle Self-Service to head office employees and automating attendance records using Oracle Time and Labor
- Using Oracle Compensation Workbench to enforce a single consistent, streamlined pay review process for all partners