ORACLE SOLUTION FOR LABOR:
INTEGRATED BENEFITS, TAX AND
APPEALS IN UNEMPLOYMENT INSURANCE
(UI)

A COMPREHENSIVE APPROACH

FEATURES

- Complex claimant eligibility and change of circumstances
- Manages employer contributions and related tax requirements
- Payment accounting and management
- Manages benefit year and claimant interactions
- Employer and beneficiary web self-service enabled
- Complete employer and claimant financial account management
- Integrated employer experience rate determination and re-determination

BENEFITS

- Greater efficiency through integrated views of claimants wage history, employer contributions, and claimant benefits payout
- Market leading business rules management dramatically improves agency responsiveness to changing eligibility criteria, rates, and state & federal policies

The Oracle Solution for Labor is a complete, integrated solution for Unemployment Insurance programs. The Oracle Solution for Labor Agencies (OLS) is the first Unemployment Insurance solution that offers market leading commercial-off-the-shelf software to address the functional requirements for Benefits, Contributions and Appeals. The result is a robust and cost-effective solution that can be implemented incrementally, has lower project risk, can be implemented in a shorter time frame than custom built solutions, and is more flexible to accommodate changing requirements than a framework or transfer system.

Overview

In today’s economic environment, Labor and Employment leaders are faced with unprecedented demands—from claimants, employers, and the US Department of Labor—to provide timely, proactive, and responsive services while reducing administrative overhead. However, many organizations are finding it difficult to meet Unemployment Insurance program objectives with undocumented legacy systems that are not only difficult to change, but are also costly to maintain. With Unemployment Insurance systems at their limits, agencies require capabilities that will enable them to provide automated employer and claimant services, deploy legislatively mandated changes with less delay, improve collections of overdue contributions and overpaid benefits, and implement fraud prevention and non-compliance validation initiatives. Oracle’s solution for Labor agencies also enables accurate and auditable benefit payments to claimants as well as management of multiple programs.

The Oracle Solution for Labor Agencies offers labor and employment agencies a configurable solution that not only meets Unemployment Insurance functional requirements but also allows the agency to select the maintenance path that best meets their requirements. With custom build and transfer systems, agencies are not afforded an opportunity to choose between managing their own systems with in-house staff or to select a maintenance vendor. Oracle’s solution enables both options. To support the mission of Unemployment Insurance agencies, the OSL offers the following proven best practices:
Integrated Experience Rating:
The Oracle Labor Solution provides automatic, rules-based employer experience rate determination and re-determination based on the precise history of employee wages, benefits paid out and other determination factors.

Pre-built integrations between Oracle Labor Solution and existing investments protect and enhance the value of customer investments in labor and employment administration solutions.

Faster claims processing will enable business process improvement and allows benefit workers to open and process claims more quickly and ultimately result in faster financial assistance to claimants.

Integrated Claimant and Employer Account Management

The Oracle Labor Solution provides the integrated data views for employer and claimant account activities that are required by labor and employment agencies. The single view of the employer activity, new hire information, and claimant activity can be used to prevent payments where an employer or claimant has delinquent obligations or, where permitted in a jurisdiction, offset refund payments against outstanding obligations. This data integration feature promotes better analysis and reporting of key performance indicators. As a result, agencies are able to achieve improved productivity and service through:

- Enhanced employer registration and claimant profile management with automation and self service
- Eligibility determination and claim processing
- Retroactive calculation of changes in circumstances
- Forms and image processing to support contribution and wage reports
- Employer accounting with automated penalty and interest capabilities
- Claimant payout and offset management
- Management of quarterly wage and contribution reports
- Analysis and tracking of delinquent tax liabilities and payments processed
- Collection process for benefit overpayments

Built for Integration

Built on a strong Java Enterprise and Service Oriented Architecture (SOA) foundation, the Oracle Labor Solution provides the most open and industry-standards based software solution for labor and employment organizations. OLS also offers pre-built integration capabilities for real-time and/or batch processing between multiple internal and external systems.

Oracle’s commitment to a proven comprehensive solution for Labor agencies is unmatched. Oracle’s solution is not only designed to meet Unemployment Insurance functional requirements but can also be implemented incrementally to speed implementation timeframes, lower project risk, and maximize existing investments.

Contact Us

For more information about Oracle Enterprise Taxation Management, please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.