ORACLE

Customer references: Oracle over other cloud providers
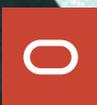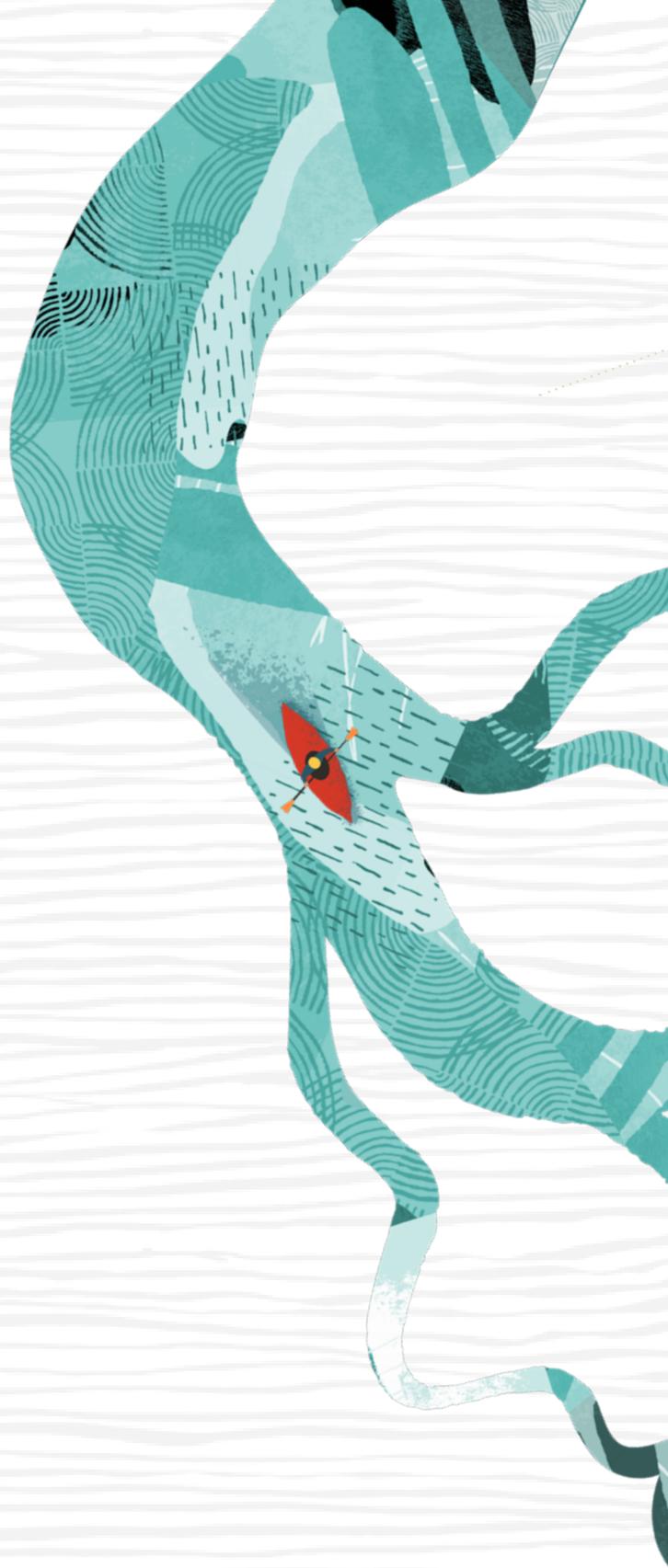
Table of content

Oracle Fusion Cloud Enterprise Resource Planning (ERP) is a comprehensive solution, natively built on a single platform across all Finance and Operations processes, including financials, accounting, risk and project management, procurement, enterprise performance and supply chain management. It empowers organizations to gain resilience and agility, and to position them for growth. Customers are able to make data-driven and faster decisions, adapt new business models and processes quickly and leverage technologies such as artificial intelligence (AI), machine learning, and a digital assistants. Moving to Oracle Cloud ERP is enabling our customers to reduce costs, sharpen forecasts and innovate more.
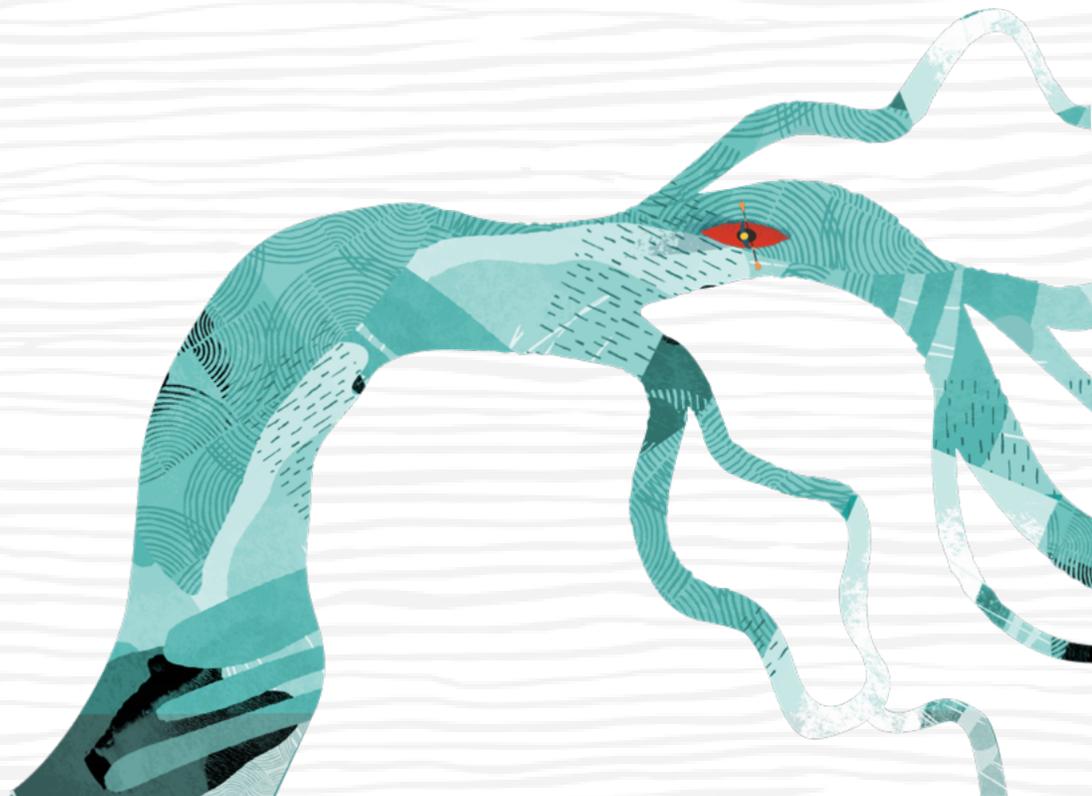
In this brochure, you'll learn the top five reasons customers selected Oracle as their cloud solution. You'll then meet some of our customers, who boldly chose innovation over familiarity, and successfully moved their enterprise resource management to the cloud.

ORACLE

Executive summary

With the rapid pace of change in technology, companies are finding that not only is it imperative to move to the cloud, but also to find the right cloud partner to protect and grow their business. According to a survey by Future Workplace, 50% of employees are already utilizing some form of artificial intelligence in the workplace. With the accelerating adoption of technologies like AI and machine learning, you need a cloud partner who can stay ahead of these technological advancements, with a focus on investing in research and development. Many enterprise resource planning (ERP) and human capital management (HCM) cloud solutions on the market were created before 2007, prior to the adoption of the smartphone and other emerging technologies. We call these vendors "Cloud 1.0 providers," which is also referred to as the "first-generation cloud." While it's impressive to be first to market, it's also important to ensure your solution is built on a foundation that's agile, scalable, and end-to-end intelligent to support new business strategies. If your Cloud 1.0 provider is on an outdated mobile platform, how can you be sure they can provide your business with the latest technologies? At Oracle, we take the necessary steps to ensure your move to Oracle Fusion Cloud Applications is seamless and brings value quickly and efficiently to your organization. Whether you're upgrading from an on-premises solution, or a Cloud 1.0 provider, we promise a complete solution that will future-proof your business. With an investment of US $6B annually in R&D, our customers can focus on transforming their business while we transform their technology. Customers, like TrueBlue, have replaced over 20 different disparate systems, and created one common data model across finance and HR with Oracle Cloud Applications. When Providence St. Joseph Health searched for a new partner for their ERP, HCM, enterprise performance management (EPM), and supply chain management (SCM) needs—they chose Oracle Cloud Applications to enable them to quickly adapt to the ever-changing healthcare regulations. Continue reading to understand the reasons why other organizations choose Oracle over other providers and see some of our customers' transformational results.

ORACLE

Top five reasons to switch to Oracle Cloud Applications

Legacy SaaS providers make promises of a simple, intuitive, cost-efficient solution for your business. However, what you're left with is a complex mess, products you don't utilize, and a lack of ROI. At Oracle, we deliver on our promises, so that you can deliver on yours. Oracle Cloud Applications was natively built for the cloud with the broadest, deepest functionality on the market. Accelerate your organization's digital transformation, be resilient, and lower your total cost of ownership with Oracle Cloud Applications, today. Here are five reasons why customers have switched from a competitor to Oracle Cloud Applications:

1 Continuous innovation

Oracle customers benefit from continuous innovation and a US $6 billion annual investment in R&D. Our focus on AI and machine learning has led to predictive analytics, digital assistants, and automation—driving efficiency, ease of use, and productivity.

2 A smart investment

With Oracle's native suite of cloud applications, you get the broadest, deepest functionality on the market. With no need for integrations, you can significantly lower your total cost of ownership.
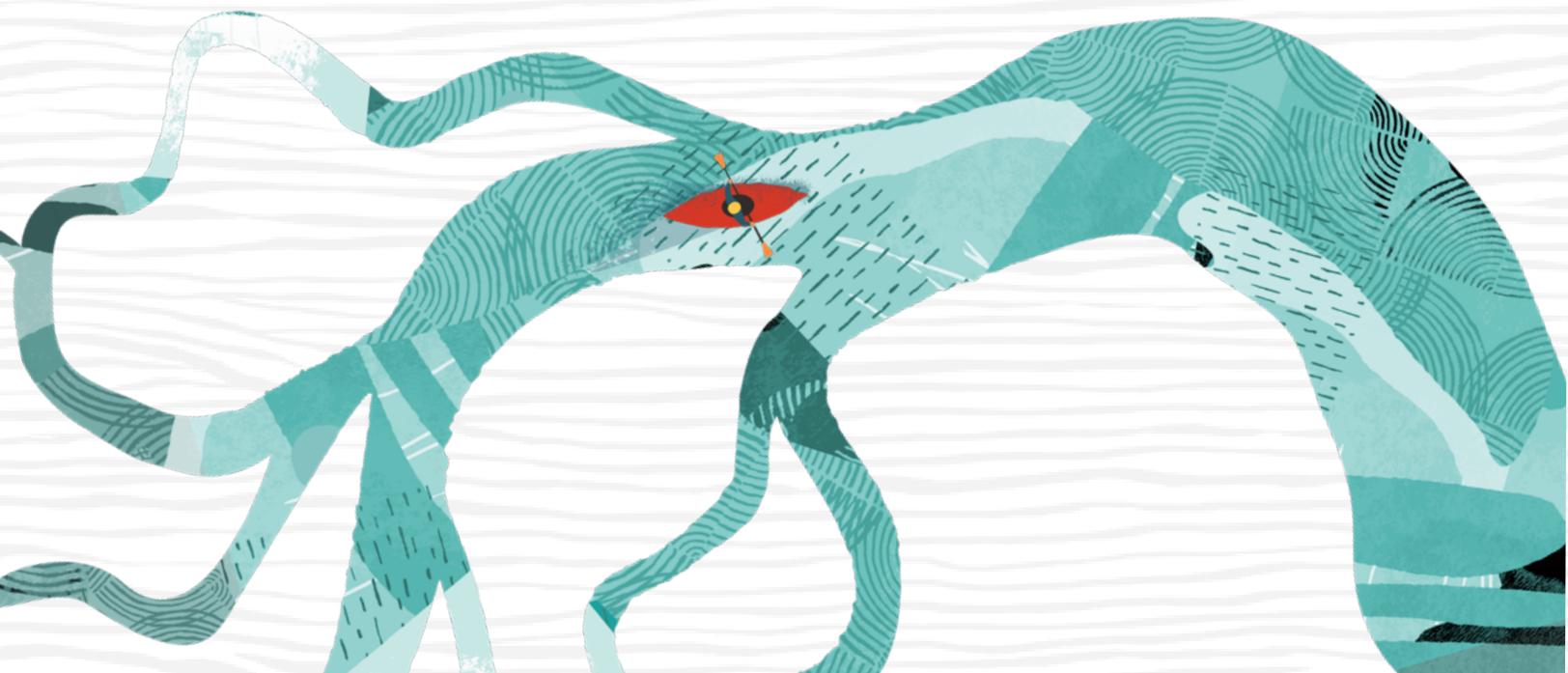
3 A comprehensive solution

That includes ERP, EPM, SCM, and HCM —using the same data model across the entire platform which enables better visibility across your organization to make faster, more informed decisions.

4 A flexible platform

An open platform that allows you to configure, build, connect, and extend your solution, while ensuring a secure, seamless, and scalable experience.

5 Trusted and secure

Data is one of your most valuable assets, and accuracy and security is our first priority at Oracle. Our customers are counting on us for mission-critical government and enterprise workloads—supported by multi-layered security, data encryption, and state-of-the-art data centers.

ORACLE

The Fedcap Group

Industry: Professional Services

Region: North America

THE **FEDCAP** GROUP

The Fedcap Group lifts job barriers using Oracle Cloud Applications.

📄 Summary

The Fedcap Group finds living-wage work for its clients, using data it manages through Oracle Cloud Applications. Access to real-time information helps the company make important decisions quickly while improving operational efficiency.

> " There's been a major shift in the industry, with more focus on data and outcomes, more demand for the information needed to make important decisions.
>
> **Christine McMahon**
> President and CEO, The Fedcap Group

ⓘ About

- Founded in 1935, The Fedcap Group is committed to improving the economic and social well-being of the impoverished and disadvantaged. The Fedcap Group provides a range of innovative programming, including educational services for all age groups, vocational training in high-growth industries, work-readiness skill-building, and competitive employment–all targeted to helping individuals achieve long-term self-sufficiency. The Fedcap Group is committed to connecting people facing unique circumstances, such as a disability or recent incarceration, to the training and jobs needed to earn a living wage and achieve economic stability.

- The Fedcap Group also invests its time and resources in broader systems change–working in partnership with federal, state, and local governments to improve the way services are designed, funded, and delivered–all in support of economic upward mobility.

- In 2018, The Fedcap Group served more than 317,000 people with disabilities or other barriers to employment and allocated 88 percent of its operating expenses to programs.

⚠ Challenges

- The Fedcap Group employees used to spend up to 90 percent of their time engaged in transactional work, leaving little time to plan projects or make operating improvements.

💡 Why Oracle?

- Oracle Cloud Applications offer three main advantages, says McMahon: more efficient processes due to Oracle's deep domain knowledge; more accurate analysis of employee and program expenses as a result of the integration of Oracle Fusion Cloud HCM and ERP, and other systems; and access to real-time information that helps The Fedcap Group executives make important decisions more quickly.

🎖 Results

- Using Oracle Cloud ERP, employees are shifting from transactional thinking into real analysis and strategizing, says The Fedcap Group President and CEO Christine McMahon.

- Upgrading from outdated systems to an integrated cloud lets The Fedcap Group get reliable data to show that its programs are working, its clients are contributing to the economy, and its business and technological foundations are helping the organization achieve continued success.

> " We've seen around a 25 percent reduction in time spent generating reports, which is incredible given the number of reports and their different requirements.
>
> **Carol Khoury**
> Chief Financial Officer, The Fedcap Group

📦 Products

Oracle Cloud ERP, Oracle Cloud HCM

ORACLE

Argent Energy

Industry: Energy

Region: North America

Argent Energy Fuels Growth and gains transparency with Oracle Cloud Applications.

📄 Summary

Using Oracle Cloud Applications, Argent Energy has been able to reduce their time to close and move from a supply-led to a more demand-driven process. Oracle's end-to-end solution allows Argent to focus on their vision of reducing the world's carbon footprint.

> " We needed something that would grow with the business. We needed something that would be user-friendly and would take the business forward.
>
> **Hazel Matthews**
> Strategic service and supply chain director

ⓘ About

- Established in 2001, acquired by John Swire & Sons.

- Parent company is Swire, which is one of the largest Hong Kong companies in the world (they distribute 40% of Coca Cola products).

- Argent is one of the UK's foremost sustainable biodiesel producers and fuel suppliers.

⚠ Challenges

- Difficult to find a system that met Argents requirements, that could standardize processes but also be flexible.

- Did not have clear and robust business processes.

- Important information was not available to stakeholders.

- No standards when it came to reporting across the operational side.

- Unique business model: produce/ distributor of biodiesel and waste management.

- Multiple, manual spreadsheets that increased risk of error.

💡 Why Oracle?

- The growth Argent experienced in the past three years stretched the capabilities of their system.

- Wanted to become systems driven, improve transparency, and business performance.

- Impressed by the simplicity of the Oracle Cloud Applications and with how it looked and felt.

🎖 Results

- Able to manage inventory accurately, get insights into re-order levels, and put a stop to random buying.

- The solution offers the company the opportunity to manage key suppliers and prioritize them for reordering and invoice processing.

- Their automated, standardized processes give the company more control over and insight into its processes and needs.

- The transaction visibility has made a difference to how Argent operates.

🎁 Products

Oracle Cloud ERP, Oracle Cloud SCM, Oracle Cloud CX

ORACLE

Baylor University

Industry: Higher Education

Region: North America

Baylor University shines a light on student outcomes with new technology.

📄 Summary

Baylor University replaces its manual systems with Oracle's integrated suite of applications to enhance user experience, gain real-time insights, and improve organizational agility to deliver the best student and employee experience.

> " With our new systems and the transformation that's underway, our existing staff will be able to accommodate a doubling of research activity. We have the ability to manage twice the load of research scholarships and externally funded grants than we previously could.
>
> **Brett Dalton**
> CBO and VP of finance, Baylor University

ⓘ About

- In the friendly town of Waco, Texas, sits an educational stalwart that is older than the state itself. Founded in 1845, Baylor University is an acknowledged pillar of the community and aspires to be the pre-eminent Christian research university in the nation.

- Baylor's mission is "to educate men and women for worldwide leadership and service by integrating academic excellence and Christian commitment within a caring community.

⚠ Challenges

- Baylor University decided to rethink their business processes from the ground up as part of their Give Light campaign, a $1.1 billon strategic academic initiative.

- They were unnecessarily constrained by antiquated systems and poor approaches to how they did business. In addition to being inefficient and brittle, these systems were expensive to maintain.

- Baylor was using multiple (17) systems from different vendors for financials, HR and student information.

- Baylor was unable to serve their students, faculty, and staff effectively as too much time was spent on non-value add activities.

💡 Why Oracle?

- Needed a comprehensive solution on a single platform.

- Oracle Cloud Applications have best practices already built into the solution.

- Oracle is heavily investing in finance, HR, and student in the cloud.

- Needed a product that would take them into the future, as their previous products were so far in the past. Each demo that they saw revealed more progress and a future state.

> " We were able to see, long-term, how the company as a whole has been committed throughout its history to a comprehensive solution.
>
> **Jon Allen**
> Baylor's CIO

🎖 Results

- 66% reduction in processing time in key business areas.

- Reduced payroll cycles from 11 down to two each month.

- Established new KPIs to significantly reduce the time it takes to process routine business transactions and the amount of time required from staff- freeing them up for higher value activities.

- Shortened every process behind recruiting, hiring, etc.

- Visibility into hiring employees has significantly improved, allowing for better results for students in the long run.

⬡ Products

Oracle Cloud ERP, Oracle Cloud HCM

ORACLE

Blue Shield of California

Industry: Healthcare

Region: North America

Blue Shield of California stays strong for its members using Oracle Cloud Applications.

📄 Summary

The nonprofit healthplan had to move quickly to adjust for the COVID-19 pandemic. Oracle Cloud ERP and HCM provided firm footing.

> ❝ You need to have a finance system that gives you the flexibility and access to information required to support the kinds of innovations we are investing in as a health plan and partner to hospitals and independent systems. We get that with Oracle.
>
> **Sandra Clarke**
> Senior Vice President and Chief Financial Officer, Blue Shield of California

ⓘ About

- Blue Shield of California is a health insurance plan with more than 4 million members, serving California's commercial, individual, and government markets. The COVID-19 pandemic and resulting economic recession only heightened the importance of the company's financial support to its members, and to the hospitals and other providers that deliver care.

⚠ Challenges

- The pandemic increased financial pressure on several fronts. For example, Blue Shield of California waived all fees for virtual care and COVID-19 screenings for its members. Blue Shield of California had been monitoring the outbreak since January 2020, well in advance of state action, to do scenario planning, keep members informed, and keep more than 6,800 employees safe.

- Implemented cloud-based systems for finance and HR to create an enterprise backbone better able to support its mission to reimagine healthcare and deliver more positive outcomes for patients, providers, and payers.

- The pandemic has added additional urgency to that effort, prompting Blue Shield to reallocate resources into innovation, get financial information into the hands of decision makers faster, and stay on top of new COVID-related rules and regulations.

💡 Why Oracle?

- One of the companies top selection criteria was a solution that could move the organization forward, from the scalability and security of its applications, to the continuous innovations delivered in quarterly updates across a unified suite.

- Since selecting Oracle several years ago, Blue Shield of California has moved into new areas such as subsidiaries to support providers, and Oracle's unified platform has helped enable that through the creation of a center of excellence to ensure that its ERP and HCM applications operate in a consistent manner.

- The Oracle Cloud Applications provide a single source of truth for operating data, which has helped Blue Shield of California's finance team become a vital partner in the company's response to COVID-19, and a strategic business partner evaluating and funding new innovations, acquisitions, and other growth initiatives.

🎗 Results

- Using Oracle Cloud ERP, Blue Shield of California shaved 40% off its monthly financial close time and reduced financial consolidation cycles by two business days, thanks to increased automation.

- Within two weeks of its staff moving to at-home working, the company did a virtual close of their book—a success that would have been hard to accomplish if they were not already in the cloud.

- Blue Shield of California saved about $500,000 in costs through automation and created a platform for future productivity and innovation gains using machine learning and artificial intelligence.

- With Oracle Cloud ERP and HCM on a single data model, Blue Shield of California has "one source of truth" for scenario planning as it prepares for what's ahead.

⌖ Products

Oracle Cloud Infrastructure, Oracle Cloud ERP, Oracle Cloud HCM, Oracle Cloud CX

ORACLE

EmblemHealth

Industry: Insurance

Region: North America

EmblemHealth modernizes oprations with Oracle Cloud Applications.

📄 Summary

The nonprofit insurer cut costs and improved efficiencies by consolidating its back-office systems on Oracle's integrated financial, HR, and supply chain cloud applications.

> " People get into the healthcare business because the mission is very important: They're making a difference in their communities.
>
> **Valentino Daloisio**
> Vice President of Finance, EmblemHealth

ⓘ About

- The roots of EmblemHealth go back to the Great Depression of the 1930s, when Group Health Association of New York was established to provide the state's working families with access to low-cost medical services. In 2005, that organization (then called Group Health Inc.) merged with Health Insurance Plan of Greater New York to form EmblemHealth.

- Today, EmblemHealth is one of the largest not-for-profit health insurers in United States, serving more than 3 million people in the New York City tristate area. Its family of companies includes ConnectiCare, a Connecticut health plan; AdvantageCare Physicians, a primary and specialty care practice; and WellSpark, a digital wellness company.

⚠ Challenges

- The healthcare industry is consolidating as providers aim to cut costs and improve patient outcomes. But after insurer EmblemHealth acquired a hospital network and a for-profit HMO, it was left with a patchwork of legacy systems running on different platforms, as well as multiple sources of data and no single source of truth.

💡 Why Oracle?

- Working with implementation partner Cognizant, EmblemHealth moved all of its financial, HR, and supply chain functions to Oracle ERP, EPM, HCM and SCM cloud applications—in only 11 months. Today, its financial processes are more automated and standardized as the organization adopts the ERP and EPM applications' best practices for tasks such as expense approval, procurement, and budgeting. In HR, everything from compensation cycles to goal setting are becoming standardized, thanks to Oracle's Cloud HCM.

🎖 Results

- With the integration of its HR and budgeting systems, EmblemHealth can now manage workforce planning in real time.

- EmblemHealth expects these changes to save it as much as $700,000 per year, in addition to IT savings of 30% or more over the next five years

- EmblemHealth expects to cut operating costs by consolidating business processes on Oracle Cloud Applications.

> " Oracle is a very powerful tool, and we're only scratching the surface now. I'm excited to give my team the tools they need to be successful.
>
> **Valentino Daloisio**
> Vice President of Finance, EmblemHealth

◎ Products

Oracle Cloud ERP, Oracle Cloud HCM, Oracle Cloud SCM

ORACLE

Providence St. Joseph Health

Industry: Healthcare

Region: North America

Providence St. Joseph Health simplifies with Oracle Cloud Applications.

📄 Summary

The multistate healthcare system is modernizing its finance and HR systems so that employees can spend less time on administration and more time on patient care and innovation.

> ❝ Our goal is improving patient care. How do we give best-in-class service? By making everything else that's not as important easier for employees.
>
> **Frances Chao, Group Vice President**
> Enterprise Business Applications, Providence St. Joseph Health

ⓘ About

- **More than 119,000 caregivers serve patients and communities through Providence St. Joseph Health's facilities across seven states**.

- Mission is to improve the health of all patients, especially the poor and vulnerable, at 51 hospitals and 829 physician clinics across Alaska, California, Montana, New Mexico, Oregon, Texas, and Washington state.

- One of the largest healthcare systems in the US, the Catholic nonprofit organization provides a range of services, including inpatient and outpatient care, senior care and supportive housing, health plans, and financial assistance.

- It provides compassionate care regardless of patients' ability to pay, underscoring its belief that healthcare is a human right.

⚠ Challenges

- Employees had spent so much time navigating the organization's outdated finance and HR systems that it cut into productivity—the organization had fewer resources to invest in its mission of providing free healthcare to underserved communities.

- Grown through acquisitions, resulting in 14 ERP systems and fragmented, complex processes, it wanted to simplify operations, standardize processes. Once that foundation is in place, take advantage of advanced technologies such as AI, machine learning, blockchain, Internet of Things (IoT), and robotics.

💡 Why Oracle?

- Providence St. Joseph Health decided to move to Oracle Cloud ERP and Oracle Cloud HCM because Oracle's capabilities and roadmap aligned with the organization's vision.

🎖 Results

- The integrated ERP and HCM systems will deliver richer data insights, improve the end user experience, and provide the health system with access to a steady drumbeat of new capabilities and features.

- Providence St. Joseph Health is moving to Oracle Cloud Applications to simplify the user experience, enabling caregivers to focus their time on innovation and patient care.

> ❝ Every dollar we save in our financial operations is a dollar we can give in free healthcare to our underserved communities.
>
> **B.J. Moore**
> CIO, Providence St. Joseph Health

🏛 Products

Oracle Cloud ERP, Oracle Cloud HCM

ORACLE

TrueBlue

Industry Professional Services

Region: North America

Oracle Cloud Applications helps TrueBlue in connecting people with work.

📄 Summary

This workforce solutions leader – driven by scale, speed, and cost-efficiency – uses Oracle Cloud Applications to streamline operations.

> " We are going to deliver a view into the quarterly results for the first time using Oracle Fusion ERP Analytics in a way that will be really compelling and will provide executives with a quicker view into reality.
>
> **Norman Frey**
> Senior Vice President, Chief Accounting Office, TrueBlue

ⓘ About

- TrueBlue, a leader in specialized workforce solutions, helps clients achieve business growth and improve productivity.

⚠ Challenges

- They were using several homegrown front end or POS customer-facing systems that were unique, but getting access to the data was difficult and data reliability was questionable.
- They were using Power BI and Snowflake, which were expensive.
- They realized that building warehouses and providing analytics in-house can be a resource-intensive exercise.

💡 Why Oracle?

- The company needed a solution that was holistic, with easy access to data, with data integrity and visualizations. TrueBlue did not want to have to create complex integrations between various systems. When TrueBlue learned about Oracle Fusion ERP Analytics as a turnkey solution for cloud applications, the company decided to take a different approach and become an early customer of Oracle Fusion ERP Analytics.

- Oracle Fusion ERP Analytics is part of the Oracle Fusion Analytics Warehouse portfolio of analytical applications for Oracle Cloud Applications.

💡 Results

- Oracle Fusion ERP Analytics balanced an Oracle managed data service with enough flexibility to create customer specific reporting and analysis for a broad set of use cases.
- Previously, it would take days past the quarter for management to get a clear view into results, but now the time required has been cut by half or less. And with Oracle Fusion Analytics Warehouse, anyone in the company can get easy access to data.
- TrueBlue uses Oracle Fusion ERP Analytics for a management reporting package that provides a month-to-date, quarter-to-date, and year-to-date view of the top-line and bottom-line performance of various lines of business, including details to understand the context of individual KPIs.
- Oracle Fusion ERP Analytics is providing a unique opportunity to visualize and present financial information, which makes insights more engaging for its business leaders, according to Norman Frey, senior vice president for TrueBlue.
- The company now creates analysis to assess each financial statement line item by operating segment. TrueBlue can blend AP and GL data to assess vendor spend, accruals, trends, and account make-up. Oracle Fusion ERP Analytics eliminates data integrity issues since it includes a pre-built Oracle managed data integration with Oracle Cloud ERP.

◎ Products

Oracle Cloud ERP, Oracle Cloud HCM, Oracle Analytics

ORACLE

Oracle Corporation

Worldwide Headquarters
500 Oracle Parkway, Redwood Shores, CA 94065, USA

Worldwide Inquiries
Tele   + 1.650.506.7000   + 1.800.ORACLE1
Fax   + 1.650.506.7200

oracle.com

Connect with us

Call +1.800.ORACLE1 or visit oracle.com. Outside North America,
find your local office at oracle.com/contact.

f facebook.com/oracle

▶ youtube.com/oracle

in linkedin.com/company/oracle

🐦 twitter.com/oracle