

The Evolution of HRIS: Business Resilience and Employee Experience

Future Ready Insights for HRIS Leaders



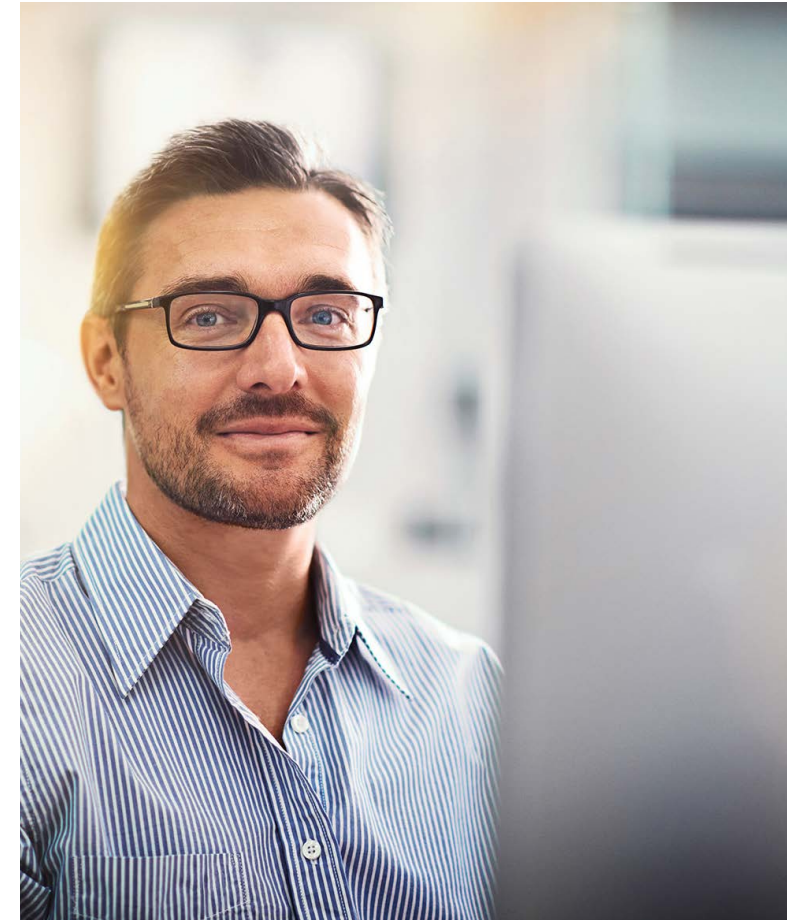
Managing change and building resilience

Traditionally, a Human Resources Information System (HRIS) was seen as a basic way of keeping administrative employee records and focusing on security and data management – simply a database ‘keeping the lights on’, rather than anything strategic or value-added. As HR functions became more complex, HRIS incorporated processes such as talent acquisition, recruitment, and ongoing employee data management and processing. It has since become the solution that maintains, manages, predicts and processes detailed employee information, with the help of AI and automation.

“We see HRIS now playing a stronger role in change management and enabling organisations through the change journey”, says Andre Robberts, Country Applications Leader UK & IE and Head of HCM, Commercial Industries at Oracle. “There is a much greater focus on change management, resilience, user experience, accessibility and enabling data and analytics.” This comes with, continues Roberts “a marked change in the skills and profile of the HRIS organisation as companies go on the cloud journey.”

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Leading HR thinker Josh Bersin identifies this as a key trend for 2020. He writes that traditional management systems “are still out there, but a whole new breed of “redesigned” platforms is now available... these new tools are disrupting the traditional talent management platforms because they are designed for employees first, HR departments second.”¹



1. Bersin, J. 'HR Technology 2020: Disruption Ahead'. Joshbersin.com, August 2019



In the unfolding COVID-19 crisis, system resilience is being tested like never before. The COVID-19 pandemic is a health and humanitarian crisis, but it is also an economic shock. Businesses are rapidly assessing fast-changing developments and the implications for their organisations. Accenture, an Oracle system integrator, recommends that “to minimize business disruption and protect employees, organisations must take steps now, to start creating an Elastic Digital Workplace.”²

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Similarly, McKinsey believe that, “the COVID-19 crisis is likely to significantly accelerate the shift to digital and fundamentally shake up the business landscape... By acting early and being bold and decisive, CEOs can accelerate their digital transformation and reach the next normal sooner.”³

HRIS finds itself at the forefront of this digital transformation. By eliminating formerly paper-based and manual HR-related processes, an HRIS offers more seamless, streamlined, efficient interactions between employees and management while freeing HR professionals to perform more strategic and high-value work. A key benefit is the ability to run multiple scenarios, in an agile manner, to inform cost-effective decision making. As CMSWire puts it, “When a company adopts new HR tech, it usually isn’t just about creating a faster, more user-friendly process. More often than not, it’s meant to help facilitate the transition towards a new way of thinking.”⁴

2. Accenture, ‘Productivity in Uncertain Times through the Elastic Digital Workplace’, 11 March 2020
3. McKinsey Digital. ‘The digital-led recovery from COVID-19: Five questions for CEOs’, April 2020

4. CMSWire.com, ‘How to Get Executive Buy-in for Your New HR Tech Tools’, 2018



The Business case for HR transformation





The role of HRIS has evolved with a stronger emphasis on collaborating, change management, discovery, and architecture. This evolution is enabled by the opportunities presented by Oracle Cloud HCM, which include quarterly upgrades and easy-to-use, consumer-grade UX and applications. The ability to improve the effectiveness and capability of HR whilst also improving the employee experience, was once seen as a contradiction: now it is a reality.

According to the HR Trends Institute, asking the question “How will the employees benefit from this effort?” is a good starting point for most people analytics and HR transformation projects. “It also helps to create buy-in, which becomes increasingly important with the introduction of GDPR.”⁵

Employees and HR Leaders through our vibrant global customer community are increasingly in the driving seat for how HRIS is shaped: also known as ‘employee experience by design’. A KPMG survey finds that 95 percent of HR leaders are prioritising employee experience (EX) as a focus area, while 40 percent identify enhancing analytics capabilities as among the top three reasons for their organisations’ investment in HR technology.⁶

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The Employee Experience 2020 Global Report & Case Studies from the EX Leaders Network, finds that “companies who are most evolved with EX frameworks are turning their attention to transforming their business model, the design of their organisation (teams, workflow, structures, processes, etc.) as well as their physical and digital workspace. The end goal is sustainability and competitive advantage via happy people who feel more connected with their work, and the other people they interact with.”⁷

5. Haak, T. ‘12 HR Trends for 2020’, HR Trends Institute, 26 Nov 2019

6. KPMG, ‘Future of HR 2020: Which path are you taking?’, 2020

7. EX LEADERS NETWORK, ‘Employee Experience 2020 Global Report & Case Studies’.

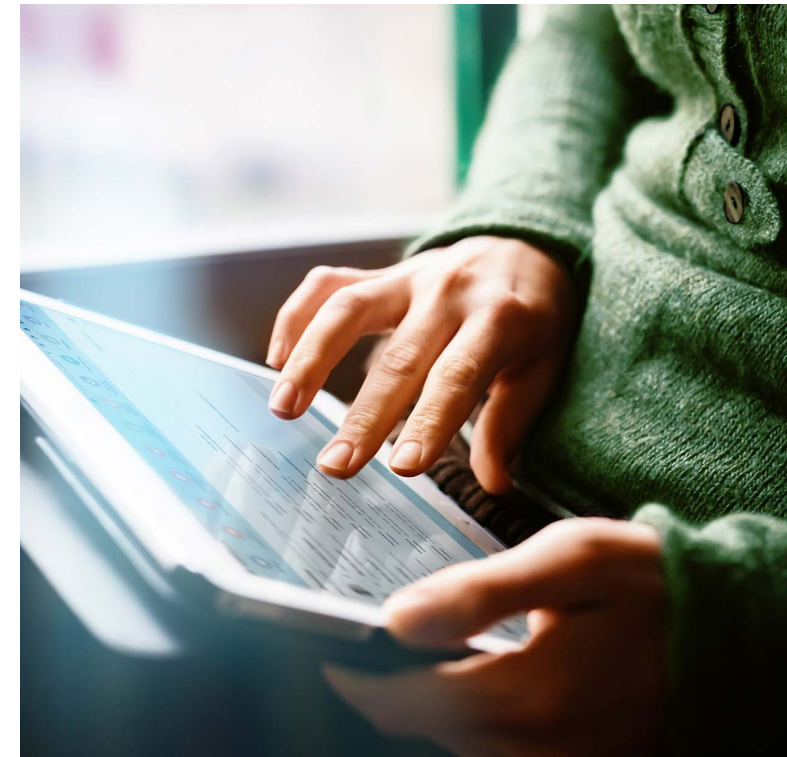
Oracle's HR Service Delivery Suite helps HR provide the best in employee experience through an intelligent HR Help Desk, easy-to-use Experience Design Studio, and a conversational Digital Assistant. Our intelligent Help Desk aids HR in organising service requests and analysing trending concerns. Experience Design Studio helps HR teams design rules and workflows to help guide employees to both input and receive the right information throughout the system. This gives HR a level of independence beyond anything they have experienced before by removing the need to pull in IT to make these changes. Integration with Finance ERP also ensures a 360-degree view of both finance and people data. This empowers managers via on-channels covering both commercial and people information data, anytime and anywhere.

Oracle HRIS helps to humanise experiences at work by using technologies employees are familiar with.

The right HRIS empowers you to address business challenges by helping you put the right talent in place.

Oracle HRIS helps to humanise experiences at work by using technologies employees are familiar with—such as conversational UI, intuitive workflows, and self-guided transactions—across any device, anywhere. The result is increased employee engagement and improved organisational productivity. The Oracle Digital Assistant improves the employee experience by providing the conversational assistance employees are used to at home, making it easier than ever to get questions answered and tasks completed.

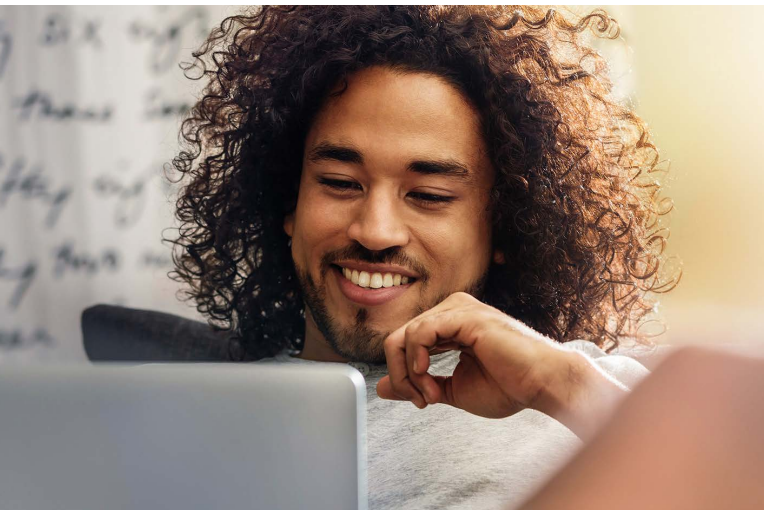
The right HRIS empowers you to address business challenges by helping you put the right talent in place. Through the consistent, automated management of acquisition and recruiting data, your HRIS can build a workforce that has the right people with the right skills, working in the right functions and under the right structure, to meet your strategic goals.



Discover how Oracle HCM Cloud can help 

Next level analytics





Technology advancement is creating the opportunity to transform the HRIS from an impersonal people-data management system to a system that creates a more human experience.

The future for HRIS is focused on ensuring interoperability, architectural and systemic thinking. This will see reporting and analytics elevated to the level of data science and process design. Oracle is already enabling this throughout its human-centred design, design studio and analytics cloud.

“Risk management is still key”, says Sarah Henry, a former HR Director and Executive Solution Director HCM at Oracle. “But the future is exciting with HRIS central and core to an employee centric HR transformation agenda.”

As automated technologies advance, the workplace is changing dramatically. Increasingly, we are working alongside technology in ever more sophisticated ways. In the HR space, technology advancement is creating the opportunity to transform the HRIS from an impersonal people-data management system to a system that creates a more human experience in the workplace. This empowers the organisation with the relevant people data needed to manage in real time, rather than wait to react to a monthly HR report.

As Josh Bersin writes, the rise of employee-centric data platforms, and now machine learning and AI, are now moving “from the ‘sidelines’ to center stage, as companies now realize they can buy much of this technology as needed, without having to build everything internally.”⁸ In a recent HR trends survey too, over half (56 percent) of HR respondents agree that preparing the workforce for Artificial Intelligence (AI) and related technologies will be the biggest challenge for the HR function.⁹

The HRIS of the near future will be more helpful and intuitive, making it easier for employees to achieve their objectives more easily, faster, and with better results. These systems will use AI and machine learning (ML) to “sense” what employees are trying to accomplish and proactively offer solutions—from making an address change to enrolling in the best training option. From the back-end operational perspective, HRIS innovations will become more manageable. Installation of upgrades and new releases will be easier and tailored to customer needs.

8. Bersin, J. ‘HR Technology 2020: Disruption Ahead’. Joshbersin.com, August 2019

9. KPMG, ‘Future of HR 2020: Which path are you taking?’, 2020

We are already ahead of this curve. Oracle have incorporated AI and ML everywhere in the Oracle Cloud HCM. By infusing machine learning in all your transactions, we can provide AI-based recommendations and predictions. As you implement decisions, we can even measure the effectiveness of them, tune them specific to you, and improve your decision-making over time. The Oracle Cloud HCM AI tool 'Best Candidate', for example, takes data-heavy processes—like reviewing resumes, LinkedIn and talent profiles—to uncover the Best Candidates in a sea of talent. It then provides a ranking of those candidates based on the job description and competencies as outlined by the talent acquisition and hiring teams.

Organisations that embrace new and emerging technologies in their HRIS will be part of the move to transform the workplace into an environment where technology and humans work together to create better outcomes for all.



The HR function is at the heart of this transformation. Let us help you move your HRIS to the cloud so your workplace can become more human and resilient while you achieve higher levels of technology-driven performance. **Learn more.**

Discover how Oracle HCM Cloud can help 

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