Compensate Your Employees Efficiently

ORACLE
Customer Success Services

Increase employee satisfaction and your HR team's productivity through Oracle Fusion Workforce Compensation Cloud Service, supported by Oracle Customer Success Services.

Workforce Compensation, the key to employee satisfaction

Oracle Workforce Compensation (part of Oracle Cloud HCM) enables the delivery of best-in-class compensation programs designed for your organization, including modeling various scenarios, gathering manager input, and final reward communications. Oracle Workforce Compensation allows you to allocate compensation across a group of employees, regardless of their different geographies, brands, divisions, currencies, or programs.

Fast and accurate compensation is undoubtedly a key factor for employee satisfaction—or frustration—if anything goes wrong. Cumbersome tools and manual processes can lead to delayed or incorrect payments and can tie up a lot of HR resources, especially if the organization's compensation rules are complex.

Another concern can be data-related errors to and from integrated systems. If an issue occurs anywhere in a heterogeneous IT environment, who can step up, take ownership, identify the problem, and get it solved quickly?

Customers with a shortage of cloud-savvy in-house support resources can benefit from personal guidance and functional support by Oracle Customer Success Services. We can help increase user adoption, fix issues quickly, and ensure efficient compensation process execution.

Execute your Oracle Workforce Compensation process with confidence

Oracle Customer Success Services has more than 1,000 Oracle Cloud and Applications specialists worldwide who bring a wealth of experience to serve customers with complex environments and challenging business goals.

Flexible support offerings with service level agreements (SLAs) provide targeted support to address your unique requirements and help you operate your cloud-based Workforce Compensation process. A designated Technical Account Manager in your region coordinates service delivery and escalation management and provides personal guidance to you and your team.

> "Oracle Customer Success Services is a key partner in making our Oracle HCM Cloud environment a success. Their product knowledge and expertise help us ensure we are maximizing utilization and functionality within the full Oracle HCM suite. Through partnership with CSS, we are leveraging Oracle HCM Cloud to support HR and enterprise initiatives and drive the organization forward."

Debbie Lee
HRIS Manager
Hyundai Capital America

Why Oracle Workforce Compensation?

- Calculate compensation accurately and eliminate human error
- Deliver fast compensation to your workforce
- Replace outdated tools with the latest cloud technology and increased functionality
- Increase cloud adoption and productivity of your HR users
- Optimize leverage of your Oracle Cloud HCM investment

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Oracle Customer Success Services offers end-to-end support with targeted procedures and deliverables to ensure reliable and efficient execution of your Oracle Workforce Compensation process.

Payroll process monitoring
- 24/7 monitoring every step of the way
- Proactive incident response
- Advice on payroll process improvements

Payroll process management
- Pre-payroll validation
- Payroll reconciliation
- Payroll accounting
- Process validation
- Error handling

Analytics dashboard
- Customer specific dashboard configuration, enhancements, and extensions

Integrations management
- On-premises, hybrid cloud, third party
- Enhancement support, break-fix
- Ownership of complex issues

End-to-end Oracle Workforce Compensation process support by Oracle Customer Success Services

- **Analytics dashboard**: Customer-specific dashboard adjustments.

- **Integrations and extensions management**: Spanning across on-premises, hybrid cloud, and third-party enhancement support.
  If complex issues occur in a heterogeneous environment, Oracle Customer Success Services takes ownership and coordinates the related parties to solve the problem quickly.

- **Compensation process management**: Preprocess validation, reconciliation, accounting, validation, and error handling.

- **Compensation process monitoring**: 24/7 monitoring every step of the way. Proactive incident response, and advice on process improvements.

At the heart of these deliverables is the **Oracle Business Help Desk for SaaS**. A team of functional and technical experts are available 24/7 to answer questions of your super users, resolve issues, and guide your team on process optimizations. Service-level agreements, key performance indicators, and detailed reporting provide a transparent, predictable service experience.

Recommended services

- **Oracle Business Help Desk for SaaS**
  Assistance by SaaS functional and technical experts, issue resolution with SLAs, continuous improvement KPIs

- **Oracle Critical Process Management for SaaS**
  24/7 process monitoring and expert advice on process improvements

- **Oracle Regression Testing for SaaS**
  Automated and manual testing and defect management

- **Oracle Extension and Integration Support for SaaS**
  Oracle SaaS, PaaS, and on-premises applications. Response and resolution SLAs. Triage and follow up for non-Oracle issues

- **Technical Account Manager**
  Single point of contact in your region, provides governance and guidance

- **Oracle Cloud Priority Support**
  Prioritized issue resolution, personal support, and guidance

- **Oracle Managed Security Services**
  Vulnerability and threat prevention, Managed Identity Services, Managed Compliance Services, Managed Database Security Services
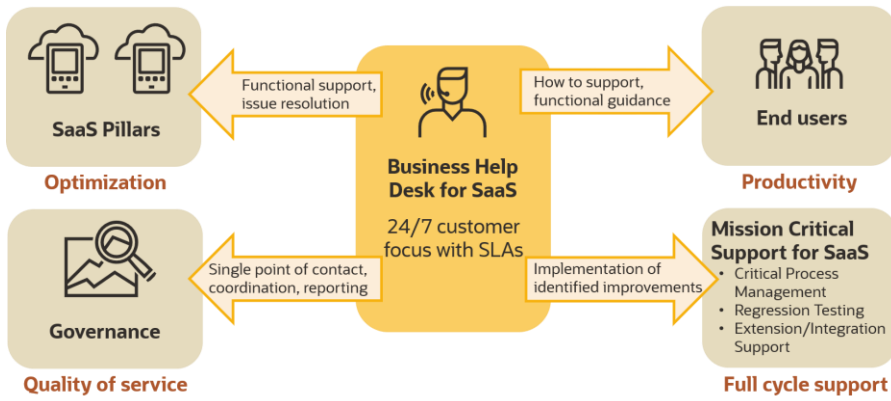
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Business Help Desk for SaaS

Take advantage of Oracle Customer Success Services for SaaS and make your Oracle Cloud HCM-based Workforce Compensation process a cornerstone of your employees' satisfaction.

Connect with us

Call +1.800.ORACLE1 or visit oracle.com/customer-success/run-and-operate/
Outside North America, find your local office at oracle.com/contact

B blogs.oracle.com/customer-success-services/