2019 Fall Product Update

What's New

Oracle HCM Cloud

In a world where people's lives are dominated by technology, it's not surprising that CHROs are focusing more attention on human experiences in the workplace. A recent survey tells us this is among the top 3 trends for CHROs, but there's also a huge readiness gap. The 2019 Deloitte Global Human Capital Trends report reveals that 84% of CHROs consider human experiences important or very important, but only 43% describe their organization as prepared.[1]

Oracle is working to help close that gap with tools in order to achieve one goal: Work Made Human. Oracle HCM Cloud's 2019 Fall Update does this in three key areas—human experience, business agility, and culture of innovation.

1   Deloitte Global Human Capital Trends survey, 2019

Work Made Human

Human Experience

At Oracle, we're evolving from providing satisfying user experiences to prioritizing human experiences. We're doing this by making transactions, processes, and interactions smarter, simpler, and more seamless than ever. This is leading to an ever-expanding set of tools that engage employees and HR professionals alike, across multiple disciplines and functions. Oracle's conversational and intelligent digital assistants are just one example.

- Engage in natural conversations with digital assistants
- Evolve the employee experience with tools to get more connected with coworkers and build a personal brand

Business Agility

Today's HR professional has a responsibility to create seamless processes that make the organization run smoothly and consistently. Oracle understands just how important agility is to a company's survival and growth. With every update to Oracle HCM Cloud, we provide smarter tools that foster responsiveness and rules-based automation.

- Apply policies quickly, easily, and consistently across represented worker groups
- Make the complex simple by showing a complete view of event-based processes, and automating them

Culture of Innovation

The true impact of Oracle's unified HCM suite can be understood primarily through its consistent user experience, ease of reporting, and consolidated talent profile, among many other attributes.

- Support innovation, collaboration, and growth with the industry's most innovative solutions
- Partner with customers on more than 80% of product innovations

Let's take a look at a few of the most impactful highlights and innovations included in this update.

Creating human experiences that are

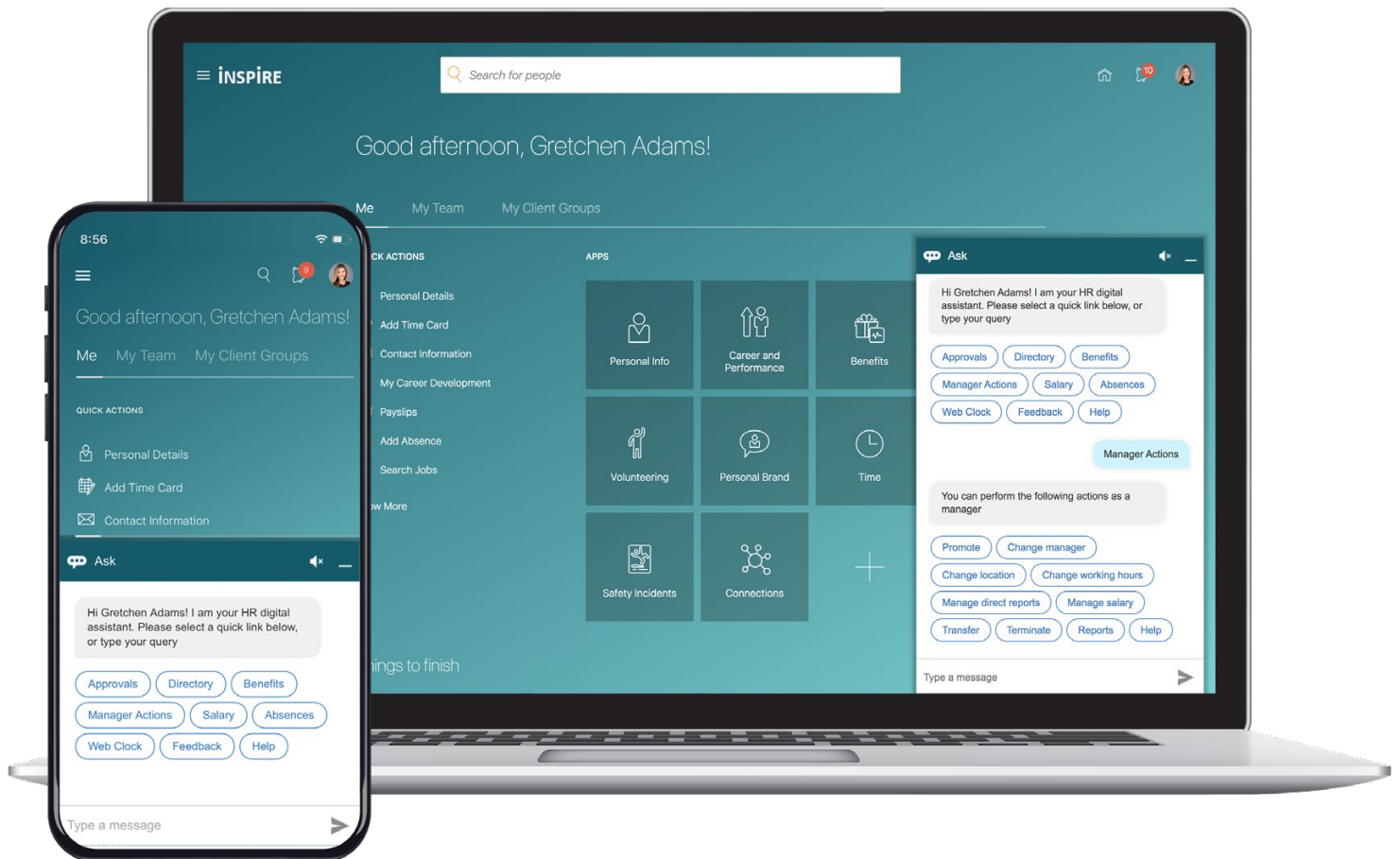# Conversational
Comprehensive
Connected

Digital Assistants

Digital assistants are emerging everywhere, but are they all created equal? More importantly, are they really assisting in the flow of work? At Oracle, it does more than just provide answers to a particular set of questions, like a chatbot. Our newest functionality is outlined below, but our digital assistant goes far beyond for employees and managers. From finding a colleague's contact info to checking on vacation requests to providing real-time feedback and much much more, Oracle's digital assistant is a powerful, personalized aid to getting things done. It even gives workers contextual assistance to help them complete their HR tasks step by step, offering ideas on what to do after completing an activity.

- Employees can view enrolled benefit plans and dependents, as well as view the status of their submissions pending approval

- New hires can easily get a view of all onboarding tasks

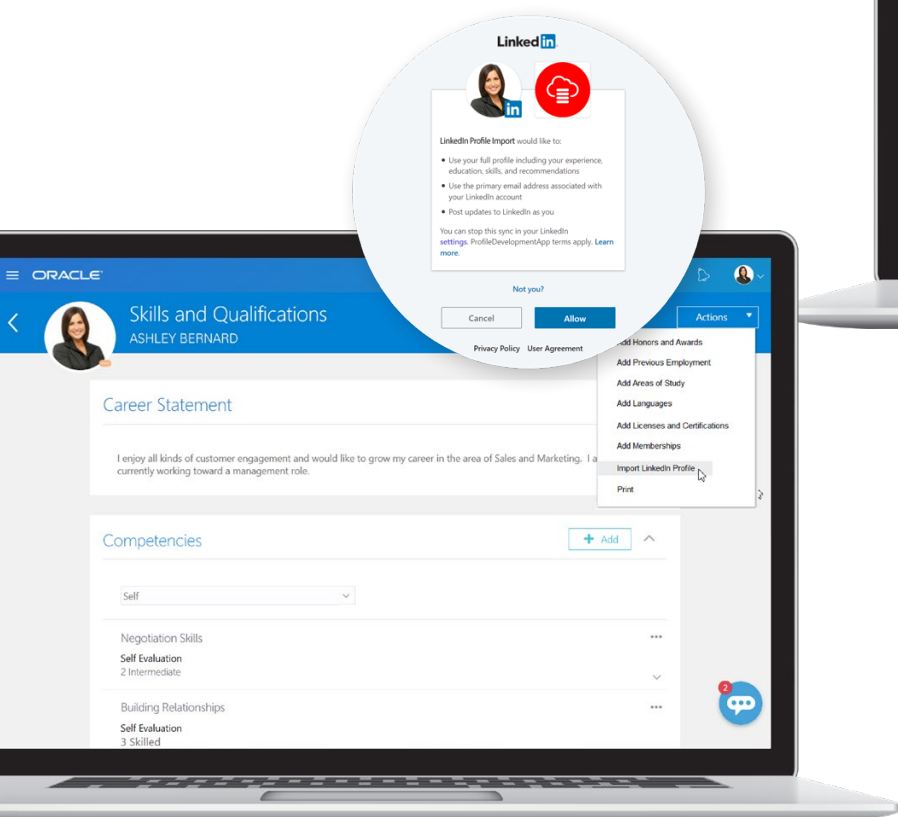- Managers can view the status of team goals and performance evaluations, along with all of their approval tasks

Unlike other offerings in the market that rely on integrating emerging technologies from 3rd parties into their HCM suite, our emerging technologies, including our digital assistant, are natively built in Oracle HCM Cloud. This approach has many advantages, because there's no need to integrate disparate technologies or ensure they keep working after an upgrade, and you'll never have to deal with multiple vendors to make one system work.

LinkedIn Profile Import

Knowing your talent—each person's experience, career goals, and key skills—is a strategic differentiator for every organization. You can turn this information into insight for succession planning, internal mobility, learning and development initiatives, even choosing the best talent for strategic projects. How do you get your teams to incorporate this information into your HRIS, though? The answer is simple. Integrate the one tool where more than 590 million professionals keep an updated profile: LinkedIn.
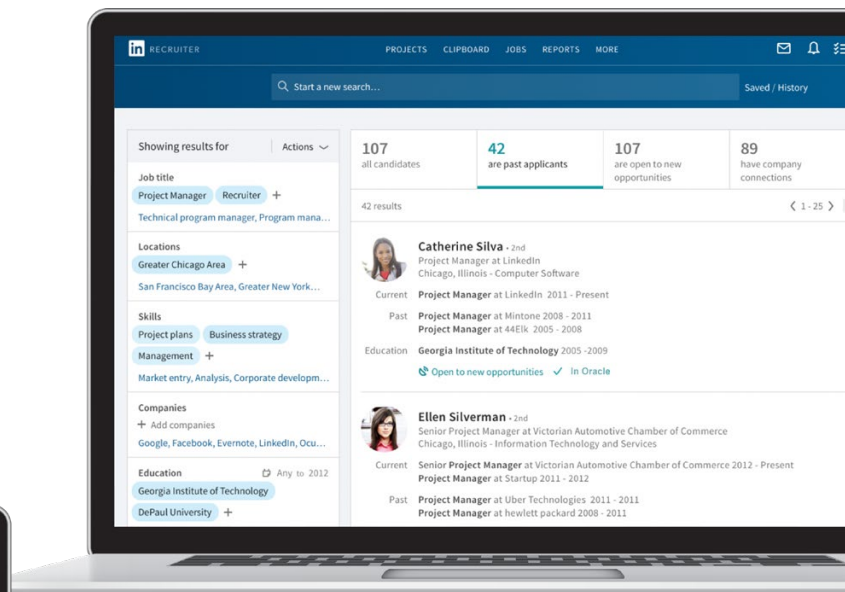
- Better understand your talent pool and ensure your employee talent profiles are current and complete by using LinkedIn Profile Import. This simple yet powerful integration gives employees the ability to quickly and directly import information from their LinkedIn profile into Oracle HCM Cloud and better manage their internal brand.

Recruiter System Connect

Two of the most common challenges for talent professionals are toggling back and forth between different systems and understanding the candidate hiring process from sourcing to hire. Recruiter System Connect solves these challenges by integrating Oracle's recruiting solutions with LinkedIn Recruiter to simplify the hiring process.
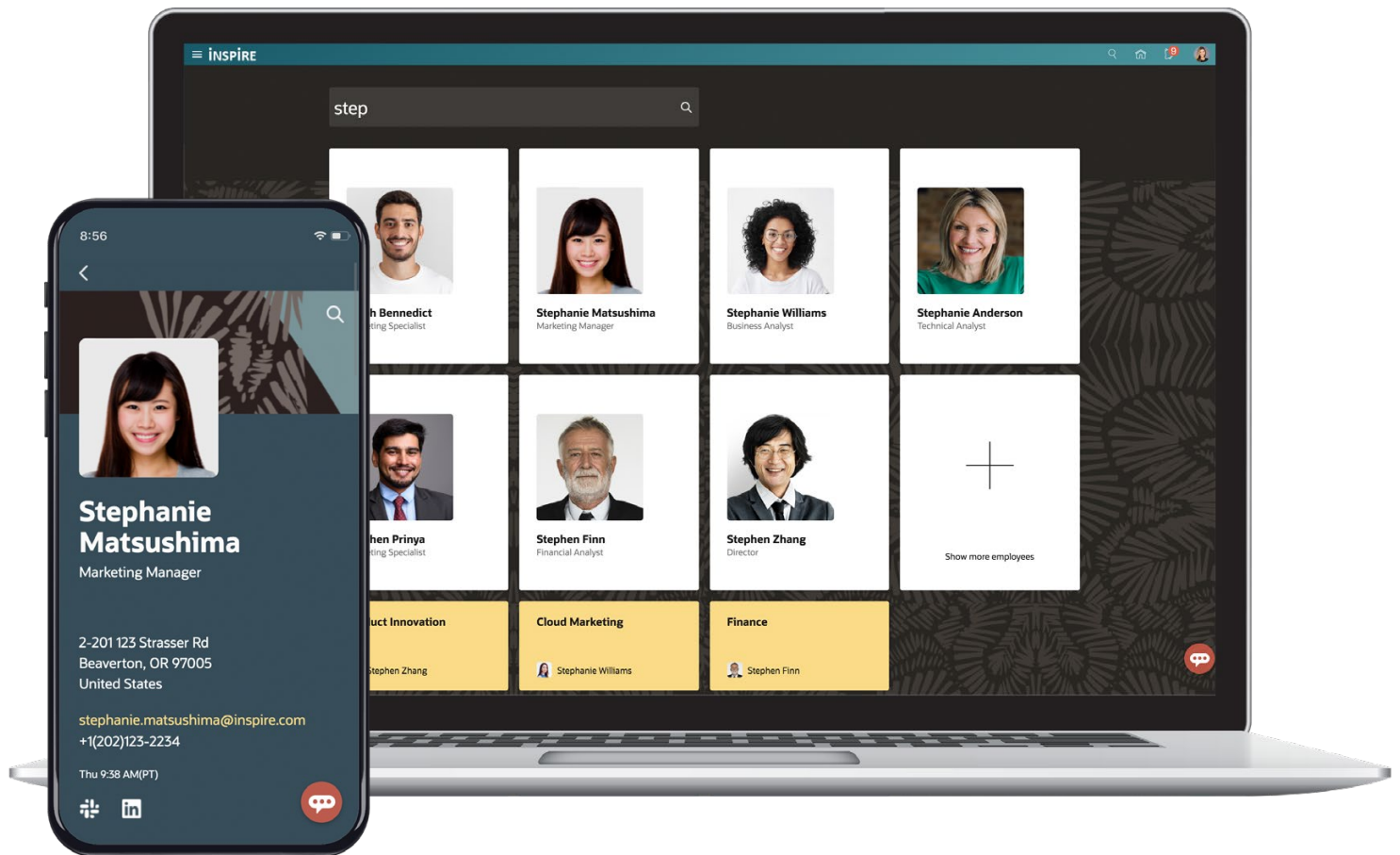
- Increase recruiter efficiency and impact by integrating Oracle's recruiting solutions with LinkedIn Recruiter through Recruiter System Connect.

Connections

In their 2019 Global Human Capital Trends report, Deloitte notes that "Organizations are investing in many programs to improve life at work, all focused on improving the day-to-day experience workers have. While there is much that can be done to improve work/life balance, research shows that the most important factor of all is the work itself: making work meaningful and giving people a sense of belonging, trust, and relationship.

At Oracle, we've created a revolutionary tool to help workers fit in better with their fellow tribe members so they may collaborate more effectively and engage interactively. Connections is our new solution to help employees build better relationships across the organization. It combines an employee directory and org chart with personal profile pages for employees to showcase their interests and skills to the organization, while allowing others to write on their personal wall space. Connections gives employees the tools they need to bring more of themselves to work and to engage more authentically with the team they spend so much time with.

Fostering business agility with

Simplicity
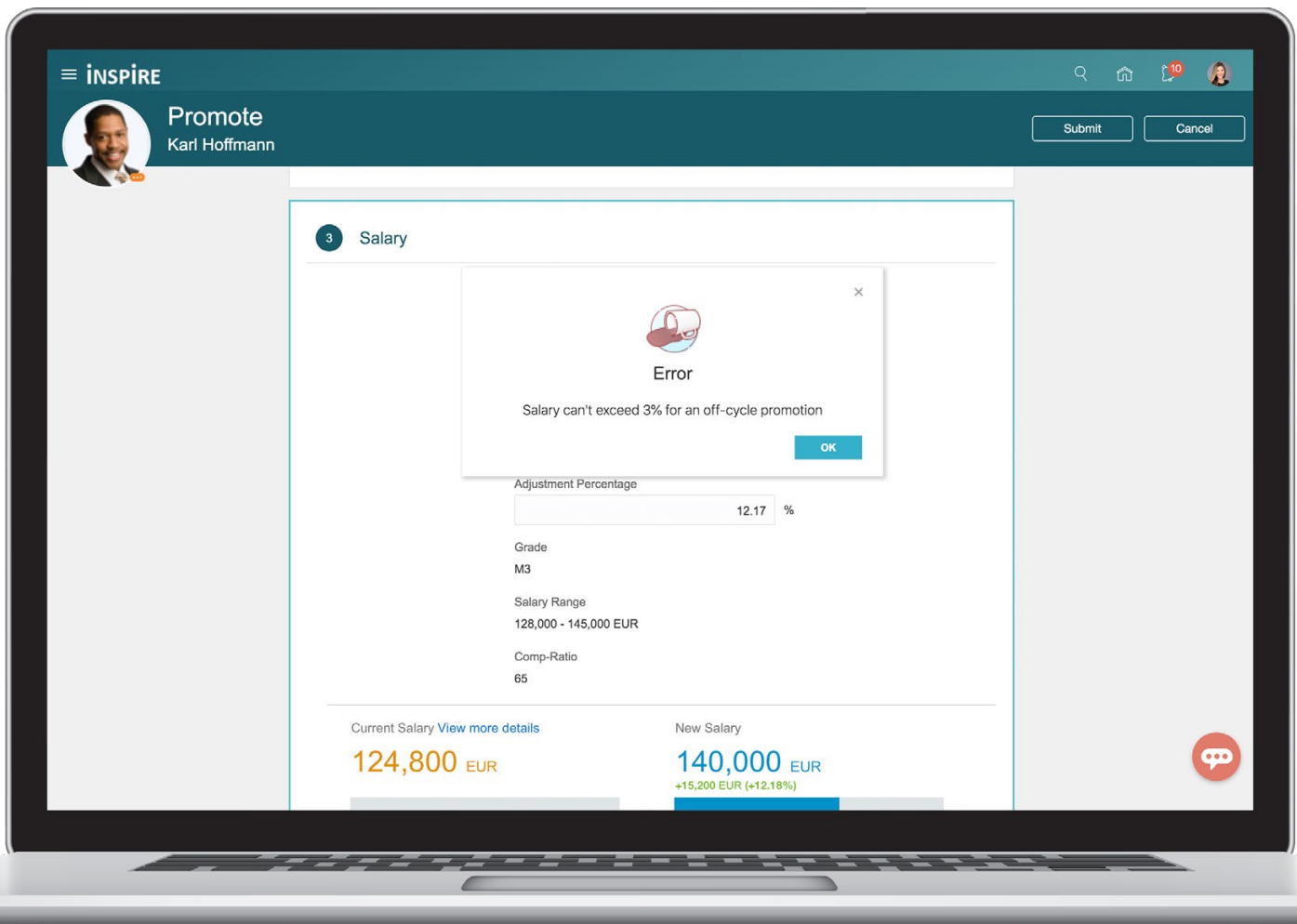# Sophistication
Self-Service

HCM Experience Design Studio

The HCM Experience Design Studio was developed to provide tools to HR teams to configure, personalize and simplify HR processes without help from IT. It's an easy to use portal that allows HR to design processes and transactions to best suit the needs of the teams they support

Expanded functionality available through the 2019 Fall Update means bigger impact and more independence for your HR teams.
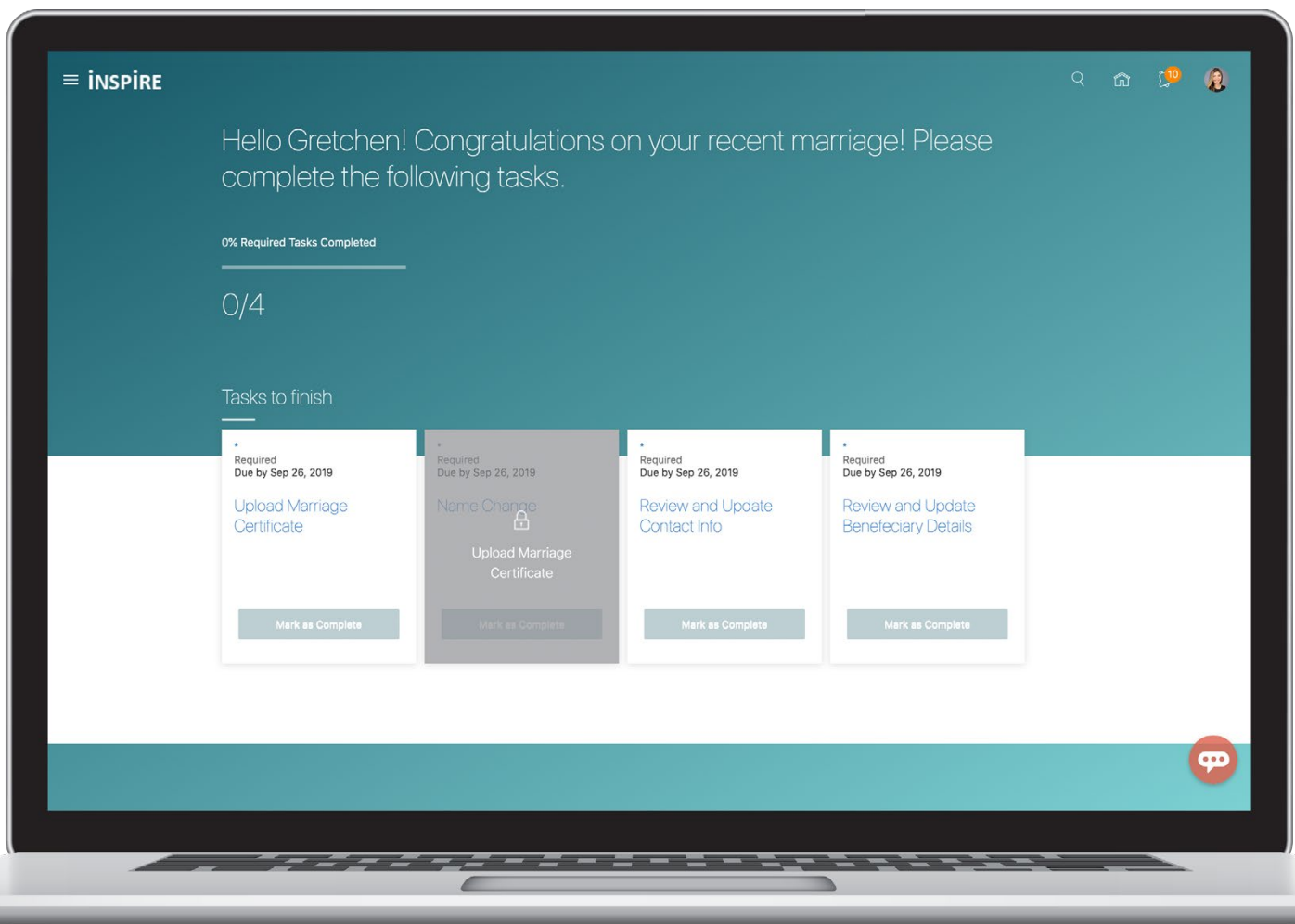
Examples include:

- Cross-entity validations—If location is X, then department must be Y
- Conditional defaulting—Set full-time/part-time status based on work hours
- Complex, business rules-based defaulting—Salary defaults are based on FLSA status

Event-Based Processes

Congratulations, you got married! Do you need to change your name or address? Your tax withholdings or beneficiaries? Update your business cards? All are steps that typically happen when someone gets married, and yet many organizations treat this information like tribal knowledge. It might as well be a secret handshake. With event-based processes, however, customers can combine checklists and to-do lists—whether within Oracle HCM Cloud or another system—with tasks outside the system to show employees the complete view of one or more key processes.

In addition, automating the multiple, disparate steps required to onboard a new employee, promote or transfer someone, or request an extended leave of absence makes what was complex now simple.
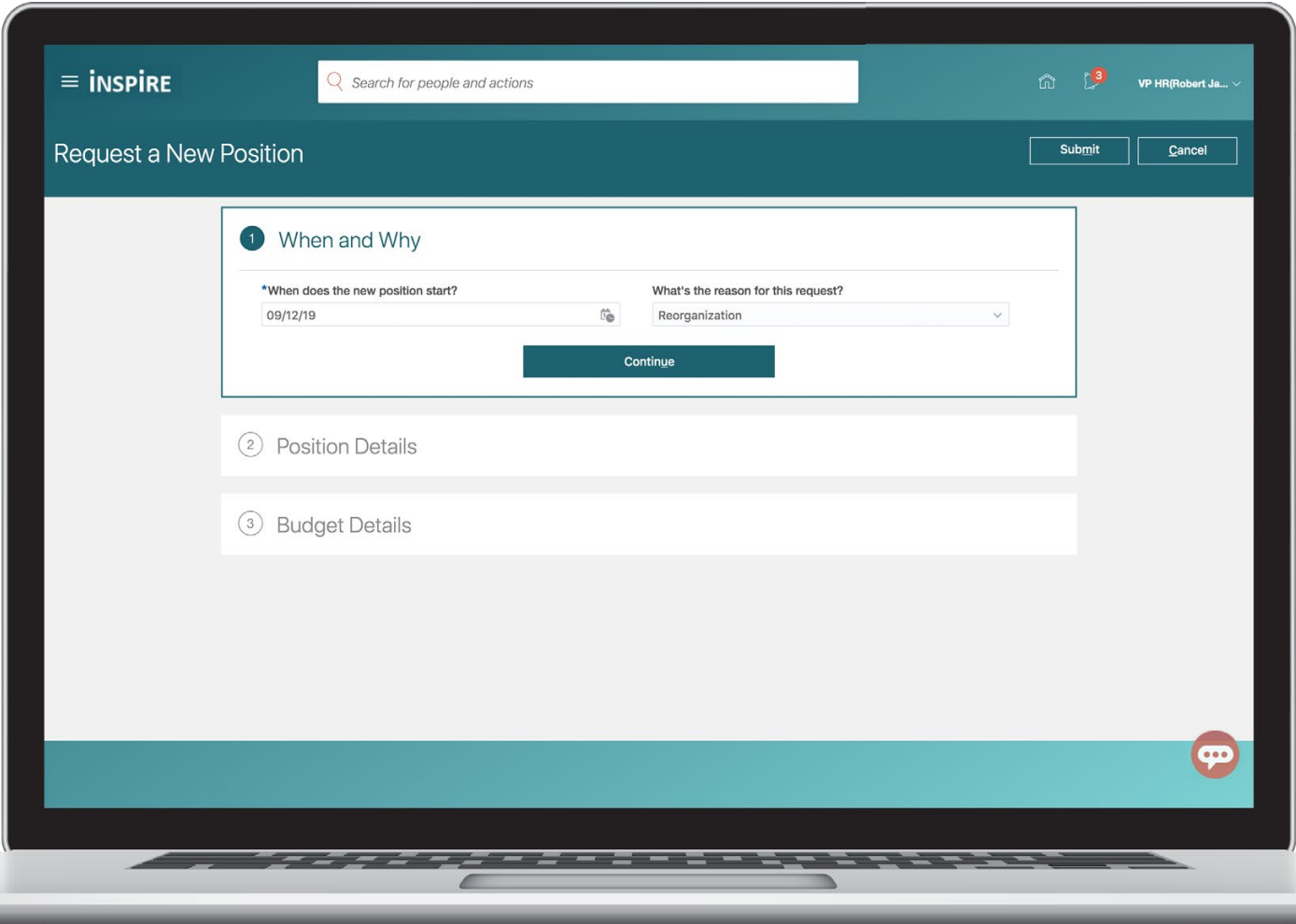
Self-Service Tools for Position Management

Many organizations in industries such as higher education, healthcare, and public sector face multiple HR-related challenges that include complex union contracts, time management, data privacy, and compliance requirements.

To address this, Oracle continues to invest in helping organizations stay compliant while boosting productivity by deploying modern and intuitive self-service capabilities.

Our newest self-service tool lets HR managers and professionals configure and manage position-related details in one centralized place, spanning across HR, compensation, benefits, time and labor, absence, payroll, and more. Examples include contract terms, seniority rules, onboarding rules, disciplinary actions, termination rules, and eligible jobs, to cite just a few.

Culture of Innovation
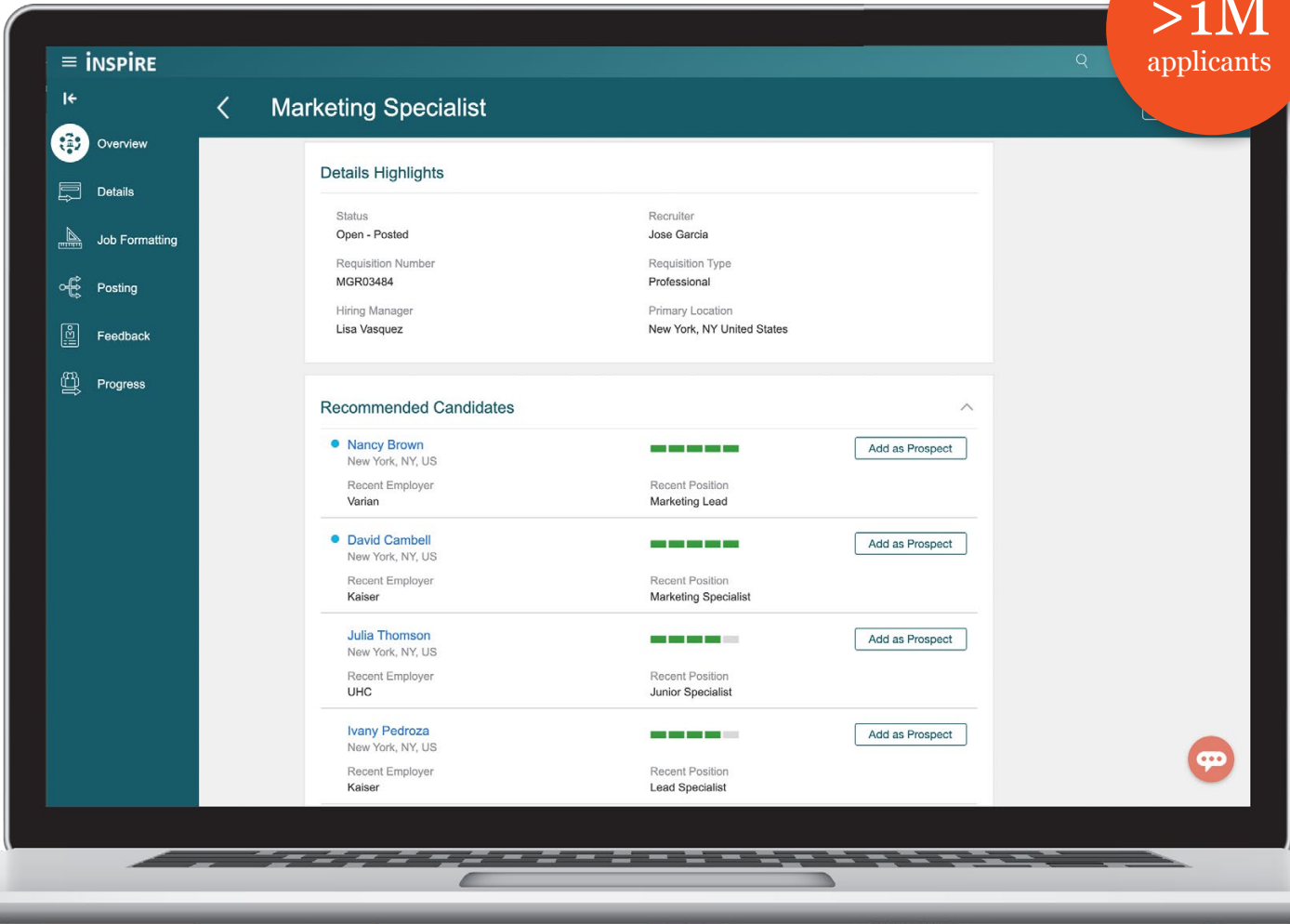
Not only is Oracle innovating at a rapid pace, we're also helping our customers adopt new innovations faster. This explains why our newest solutions are experiencing strong market momentum, and why Oracle HCM Cloud is the most complete, all-in-one HCM suite available today. With more than 27 million users and growing, Oracle HCM Cloud's impact can be felt around the world on a daily basis.

Oracle Recruiting Cloud

With the launch of Oracle Recruiting Cloud less than two years ago, Oracle HCM Cloud became the most complete and unified HCM suite on the market. We built Oracle Recruiting Cloud with the candidate experience front and center, and designed usability around improving connection points and opportunities for communication. By employing social campaigns and leveraging hiring events to better connect with candidates, recruiters acquire a broader reach. Content personalization and digital assistants help answer questions and provoke greater interest, leading to an increase in relevant job applications.
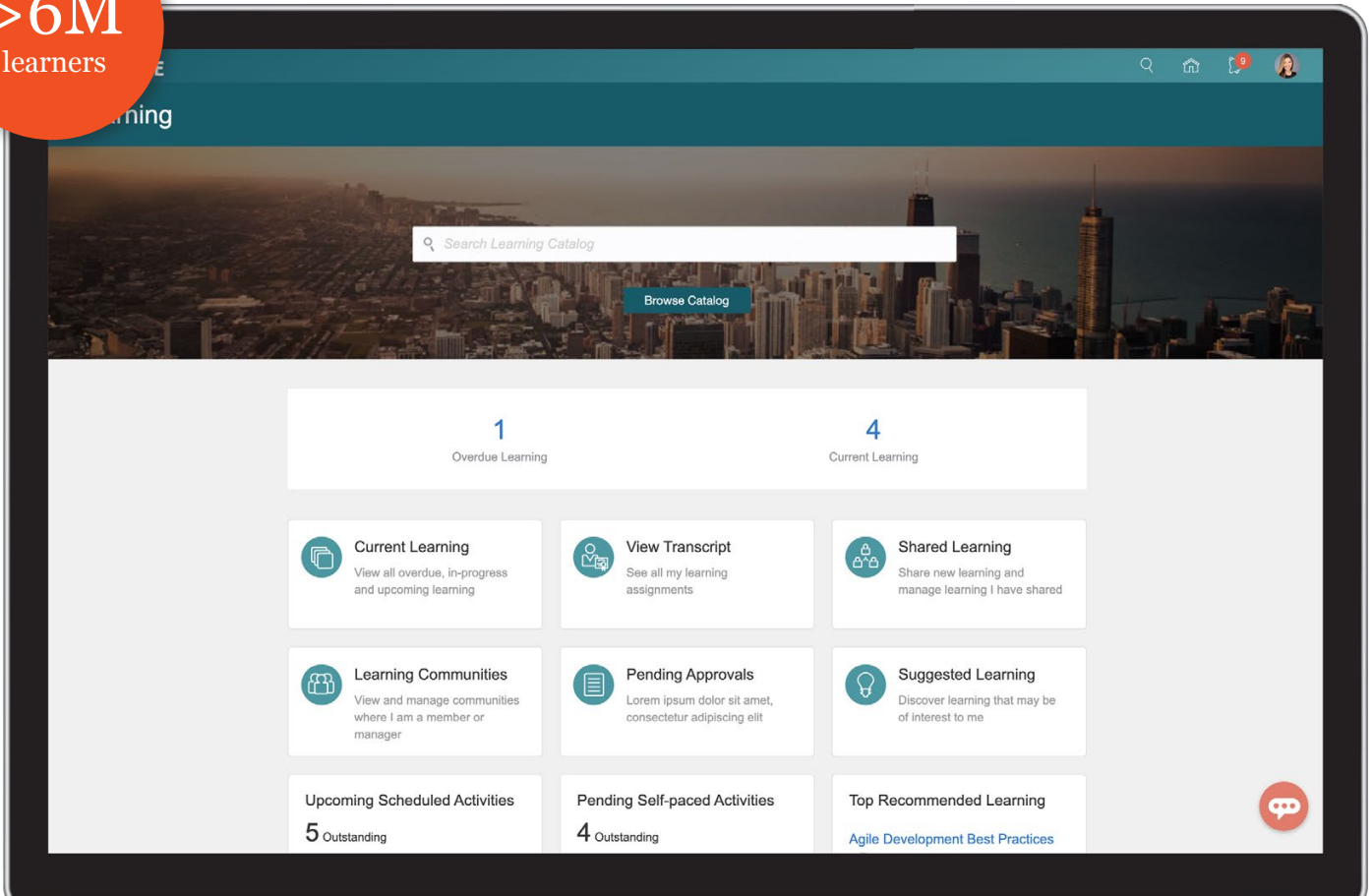
Oracle Learning Cloud

In today's tight talent economy, having the ability to upskill, reskill, and develop your internal talent is a key differentiator and a strategic advantage[2]. Research results in Bersin by Deloitte's High Impact Learning Organization study reveal that 59% of employees say their organization is not giving them opportunities to develop[3], and only 10% of employees say their company has a productive learning culture[4].

With Oracle Learning Cloud, you can empower learners, managers, and L&D teams. Oracle's platform supports various learning styles while giving managers the ability to monitor team activities, uncover skills gaps, and even find opportunities to recommend learning. Recommendations are based on an employee's knowledge, profile gaps, and career aspirations. Oracle Learning Cloud is so easy to use it encourages business leaders to assign and drive learning across their entire organization, without having to rely on L&D personnel.
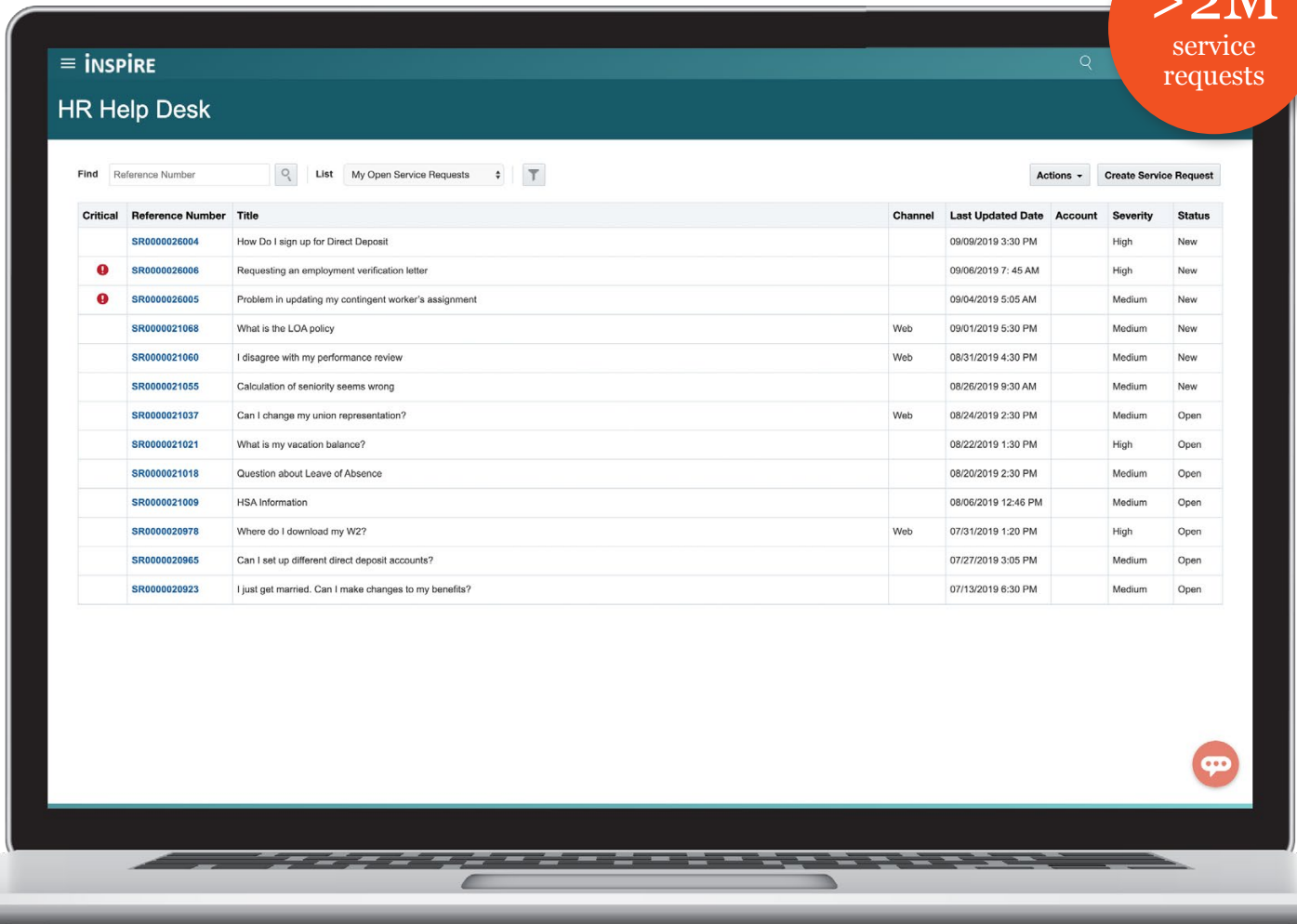

>6M learners

2   2018 Global Talent Trends Survey – Mercer

3   2017 Bersin by Deloitte High-Impact Learning Organization Study

4   2017 CEB Learning & Development Leadership Council

Oracle HR Help Desk Cloud

Increasing the amount of time HR can spend on strategic tasks that move the business forward is high on the priority list of innovative, growth-focused organizations. One of the best ways to do this is to provide an easy-to-use and highly navigable portal where employees can get their HR questions answered quickly, based on previously built content, while also receiving a private, personal response to their more sensitive questions and concerns.

Oracle HR Help Desk Cloud is built securely for and managed by HR, which means there's a single data model managed to HR's security standards. Conversations are stored with each case, not duplicated throughout the system. These measures improve employee engagement while providing HR teams a much-needed system to track service requests, perform follow-up, and provide resolutions.

>2M service requests

HR Help Desk

Critical	Reference Number	Title	Channel	Last Updated Date	Account	Severity	Status
	SR0000026004	How Do I sign up for Direct Deposit		09/09/2019 3:30 PM		High	New
❗	SR0000026006	Requesting an employment verification letter		09/06/2019 7: 45 AM		High	New
❗	SR0000026005	Problem in updating my contingent worker's assignment		09/04/2019 5:05 AM		Medium	New
	SR0000021068	What is the LOA policy	Web	09/01/2019 5:30 PM		Medium	New
	SR0000021060	I disagree with my performance review	Web	08/31/2019 4:30 PM		Medium	New
	SR0000021055	Calculation of seniority seems wrong		08/26/2019 9:30 AM		Medium	New
	SR0000021037	Can I change my union representation?	Web	08/24/2019 2:30 PM		Medium	Open
	SR0000021021	What is my vacation balance?		08/22/2019 1:30 PM		High	Open
	SR0000021018	Question about Leave of Absence		08/20/2019 2:30 PM		Medium	Open
	SR0000021009	HSA Information		08/06/2019 12:46 PM		Medium	Open
	SR0000020978	Where do I download my W2?	Web	07/31/2019 1:20 PM		High	Open
	SR0000020965	Can I set up different direct deposit accounts?		07/27/2019 3:05 PM		Medium	Open
	SR0000020923	I just get married. Can I make changes to my benefits?		07/13/2019 6:30 PM		Medium	Open

Conclusion

For companies and organizations to thrive in today's fiercely competitive business environment, they must cater to rapidly changing demands from employees and job candidates. Emerging technologies such as digital assistants create deeper human experiences through more meaningful conversations, while intelligent self-service offerings support business agility with smarter HR business processes. Oracle HCM Cloud delivers consumer-simple, enterprise-secure innovations to all users of HR systems—from employees, managers, and HR professionals to recruiters and job candidates.

For more information on Oracle HCM Cloud visit oracle.com/hcm-update

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/hcm

Connect with us

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Oracle is committed to developing practices and products that help protect the environment