

End-to-End Support for Your Cloud-Based Payroll Processing

ORACLE
Customer Success
Services

Operate your Oracle Cloud HCM-based payroll processing efficiently and with confidence, backed by targeted support offerings from Oracle Customer Success Services.

Operate your payroll processing with confidence

Natively built for the cloud, Oracle Fusion Cloud Human Capital Management is a complete solution connecting every human resource process from hire to retire. This provides a consistent experience across devices, enables one source of truth for HR data to improve decision-making, and empowers you with market-leading innovation to address your needs today and into the future.

Payroll processes at the heart of your business operations

Oracle Payroll is a fully unified, highly configurable solution that supports HR, finance, and operations with efficient, compliant payroll processing across the globe—no matter your industry, company size, or worker types.

Payroll processes can be very complex, with many integrations into other applications, and with PaaS extensions. Inexperienced or understaffed payroll operational management could lead to data and configuration related issues during payroll execution, delayed or incorrect payments, as well as data related errors to and from integrated systems.

To achieve best results and meet the service level agreements their business requires, many customers benefit from expert assistance by Oracle Customer Success Services to reliably execute flawless and efficient payroll processing.

Best results through targeted payroll support

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

Flexible support offerings with service level agreements provide targeted support to address your unique requirements and help you make the most of your cloud-based payroll ecosystem. A designated Technical Account Manager in your region coordinates service delivery and escalation management and provides personal guidance to you and your team.

Reliably meet your business SLAs

- Deliver predictable payroll runs regardless of ecosystem complexity
- Ensure business continuity across changes and updates
- Speed up payroll process time and prevent risk
- Increase efficiency, reduce total cost of ownership

Increase your HR and payroll teams' satisfaction and productivity

- Increase payroll feature adoption and optimize usage
- Simplify payroll processes and free time for new feature adoption

Related services

Oracle Critical Process Management for SaaS: 24/7 payroll process monitoring, 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

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

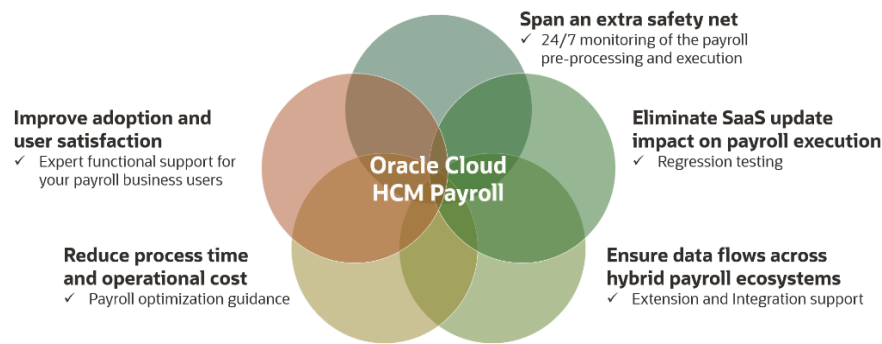


Image Caption 1. Oracle Customer Success Services supporting Oracle Cloud HCM Payroll operations.

By your side every step of the way

Specific to the payroll process, Oracle Customer Success Services provides targeted services and extended monitoring during payroll events to ensure reliable execution.



Image Caption 2. End to end payroll process support by Oracle Customer Success Services.

- **Analytics dashboard:** Customer specific dashboard adjustments.
- **Integrations management:** Spanning across on-premises, hybrid cloud, and third-party enhancement support. Oracle Customer Success Services takes break-fix ownership of complex issues to avoid finger pointing and get them resolved quickly.
- **Payroll process management:** Pre-payroll validation of configuration and data, payroll reconciliation, payroll accounting, process validation, and error handling.
- **Payroll process monitoring:** 24/7 monitoring every step of the way. Proactive incident response, and advice on payroll process operational improvements.

Take advantage of Oracle Customer Success Services for SaaS and maximize user experience and overall business satisfaction with your Oracle Cloud HCM Payroll application.

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



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