

### BACKGROUND

### Optimizing Oracle HCM Cloud for a niche, global professional services firm

The customer is a specialized, global professional services firm with a billion \$ revenue and recognized as America's Best Midsize Employer in 2019. They currently have deployed all the major modules in Oracle Cloud HCM integrated with Taleo Enterprise, Legacy Payroll and Time Recording applications



#### Customer Challenges

- Avalanche of critical issues across modules on the internal IT team
- Lack of technical and product expertise within IT Team
- Heavily dependent on external consultants for solutions
- Need for a reliable and technically sound partner, to resolve issues, stabilize and improve the application usage.
- Need for a Capable partner to plan rollouts to cater to rapidly evolving business scenarios



#### SOAIS Solution

- SOAIS's unique Shared Services offering for Oracle Cloud Hypercare
- Availability of the best talent pool with a basket of skills to cater to all problem areas
- Streamlined configurations within Oracle Fusion and Taleo
- Fully revived, redesigned and re-deployed their Performance and Absence Management modules
- Enabled the customer towards a smooth and effortless transition to the latest application release/ patches and helped them embrace the latest features



#### Customer Benefits

- Over a short period, SOAIS helped the customer iron out issues within their application and realize the benefits of using a world class Cloud solution
- Complete transparency in the work, professionalism and technical expertise demonstrated by the SOAIS team resulted in winning a long term support contract
- Timely availability of niche skills based on issues
- Niche Shared Services Support from SOAIS helped the customer have complete control of the support budget, upgrade to the latest features and plan future rollouts