

BACKGROUND

IT Services Company Drastically Reduces cost of Application Support

The client is a leading Applied technology services company providing next-gen solutions accelerate on the digital transformation journey of enterprises. The client chose to move from PeopleSoft HCM on-prem to Oracle Cloud HCM.



Customer Requirements

- Integration of an enterprise wide chatbot to the newly implemented Oracle Cloud HCM application
- Provide employees with the ability to direct their absence related queries to the Chatbot and provide responses based on the data received from the Oracle Cloud HCM application
- Ability to use Third Party Applications to Apply and Approve Leaves e.g. Chatbots, Outlook etc.



SOAIS Solution

- SOAIS' expertise on Oracle Integration Cloud helped the customer to:
 - Leverage Oracle Cloud delivered REST APIs to integrate the HR application with the in-house Chatbot
 - Leverage Configured Absence rules to Apply and Approve Leaves using HCM REST API
 - Use solutions developed to Sync absence data onto Third party applications for perform absence approvals



Customer Benefits

- Leverage Cloud technology and integration capabilities to rollout out a wholesome experience for employees
- Higher Employee Engagement
- Enhanced trust on the Cloud application to provide accurate data
- Higher User adoption of the Absence module due to its simplified usability with Chatbots with better ESS and MSS options