

Client Story

Top U.S. regional retail bank

This Northeast regional bank is one of the top retail banks in the U.S. by deposits and a wholly owned subsidiary of one of the most respected banks in the world.

Top U.S. Regional Bank Gains 50% Efficiency Improvement From Move to Cloud-Based Oracle HCM Solution

NTT DATA leads effort to create a self-service, digital epicenter for managing critical employee information.

Challenge

Our client, a top U.S. regional retail bank, faced a long list of challenges with its PeopleSoft Human Capital Management (HCM) system. The highly customized nature of the system, along with the 120-plus integrations conducted over time, made supporting, let alone upgrading, the system extremely difficult and costly. In addition to these shortcomings, the bank struggled with the lack of self-service features, data integrity issues, limited automation of data tracking, inflexible reporting capabilities and the resulting compliance headaches. The existing HCM system prevented the organization from operating in an organized, efficient and collaborative manner and pursuing its strategic goals. The client decided to migrate to a cloud-based Oracle HCM solution knowing that the benefits would far outweigh the challenges of transition.

Solution

The client partnered with NTT DATA because of our global client relationship through fellow NTT DATA company everis, deep HCM industry expertise and proven track record with Oracle Cloud HCM.

NTT DATA assisted in the system selection process and then drove the overall migration effort, mobilizing a global team of onshore and offshore experts for efficient and cost-effective solution delivery. Highlights of NTT DATA's system implementation work include:

- Deploying a single sign-on solution that provides secure access to the cloud-based Oracle system and integrates with the bank's new enterprise-wide sign-on system
- Integrating with ADP payroll systems via standard Oracle protocols versus more complex, customized approaches
- Changing the data model for integration with the bank's Taleo recruiting and onboarding tool using standard Oracle interfaces to avoid customizations and middleware

The joint team led a monumental effort to integrate 40-plus client interfaces supporting multiple HR teams, functions and locations. The success of the integration and change management initiative was facilitated by everis' deep insight into the client's people, process and technology.

Results

The new Oracle HCM system strengthens the bank's operational backbone, serving as the digital epicenter of employee information and empowering employees with a self-service paradigm. Benefits of the new system include:



A modern, efficient and convenient way for the bank to manage the employee data for its 13,000 employees and contractors



The elimination of manual forms: fully digitized, self-service features enable users to access and update personal and organization information in a few clicks



A 50% improvement in system efficiency due to increased transparency and a more reliable cloud-based infrastructure



Reduced system complexity from 120 interfaces in the old system to only 40 in the Oracle HCM solution



A robust compensation planning tool that delivers a 30% time savings in the annual salary planning process



More independence for business users to make strategic decisions based on the information they now have at their fingertips



A flexible, extensible solution enabling future-phase work, new divisions/subsidiaries onboarding and additional services

Reflecting on the new system's current and future benefits, the bank's CHRO said, "We now have a tool that will provide answers, help people in their everyday work and provides a platform for expanded capabilities over time... From here we will expand the impact in scope and coverage as we add new modules and draw in other entities under its umbrella."

Oracle Solutions for Your Financial Services Business

With deep knowledge about your industry, business processes and systems, NTT DATA — an



Oracle Platinum Partner in North America — can help you adopt Oracle and then drive growth and competitiveness through a digital business transformation.

Our award-winning Oracle team blends business and industry insight with technology expertise to deliver innovative, end-to-end Oracle solutions. With 2,800 global Oracle specialists around the world, a strong Oracle partnership and deep digital business expertise, we provide you with the power to transform your business through new insights derived from real-time, contextual analytics on everything from finance operations to human capital management.

NTT DATA's full range of Oracle services:

Oracle Cloud-Powered Enterprise	SaaS PaaS Oracle-on-Oracle
Oracle Stack Services	Oracle Stack Coverage Strategy Implementation Upgrades AMS Analytics Transformation
Delivery Excellence	COSMO Objects Repository Solutions and Accelerators

Let's Get Started

To learn more about how we can help you succeed, please contact:

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