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## **Oracle Cloud HCM Application Management Services**

Scalable support for human  
capital management

### Getting to the cloud is just the beginning.

Many Human Resources (HR) organizations are increasingly attracted to cloud-based software-as-a-service (SaaS) HR and Talent Management solutions to help simplify process transformation and enable users to more easily access and engage with their organizations vital systems. Drawn to the cloud's initial cost efficiencies through rapid implementation and agile processes, these HR organizations also envision ongoing benefits from the frequency of updates and improvements that help put new functionality at users' fingertips and to always stay in tune with the latest HR and Talent Management features. Moving from vision to reality, however, isn't automatic. Realizing the potential of cloud-based Human Capital Management is a process that accelerates once the system goes live. In addition to requiring routine support and regular oversight, SaaS solutions continually evolve. Organizational rigor and discipline is needed to manage updates and decide when to adopt new features based on business objectives. Many organizations thus find themselves unprepared for ongoing support and maintenance costs—including retooling support staff—and may experience persistent pressure from stakeholders and users to provide “the extras”.

### Don't just “go live,” go far Already invested and ventured into the Oracle HCM Cloud space?

Deloitte's Application Management Services (AMS) provides not only day-to-day support to help keep your systems up and running smoothly. It also provides functional and technical knowledge in a “standby mode” and strategic guidance. Our AMS-experienced HR professionals tap into extensive strategic and operational experience to give you insights that can boost HR's ability to:

- Identify the disruptors and challenges to your HR functions and implement demonstrated strategies to move forward
- Focus on strategic HR initiatives while AMS keeps your application healthy
- Identify areas to enhance performance and usage
- Purposefully deploy new functions and features
- Reduce manual intervention and costs through automation
- Improve integration with existing systems

With Deloitte AMS, you can be confident that your Oracle HCM Cloud investment will be both operationally stable and fit to implement new features that align you're your business objectives, potentially drive business objectives as well.

### Maximizing your investment

Many organizations that consolidate to a cloud-based HCM system learn that significant effort is necessary to handle ongoing operational and post-implementation activities that are designed to provide long-term value from the initial investment. SaaS vendors typically “own” often more technical activities such as the overall functionality of the application, ongoing infrastructure management, and development of new releases. The organization's HRIS/HRIT team owns another set of responsibilities, including developing the HR roadmap for implementation; adopting new functionality, including changes and enhancements to configuration; overseeing new releases, testing and approvals; ... and making sure the processes and reports run smoothly, the system is administered correctly, ... and more. Deloitte AMS can assist your HR team in these areas, as well as covering a broad range of additional vital support activities that complement and augment vendor and HRIS team functions.

We also help you explore the next steps to help make the most of your investment, such as:

- Identifying advanced reporting and analytics opportunities
- Executing key HR events, such as benefit enrollment and performance appraisal cycles
- Providing assistance with systemic planning and management of sensitive organizational events, such as acquisitions, mergers, divestitures, right-sizing, and the like

We work closely with your HR and IT teams to understand the business needs, align the HCM system's functionality to meet them, and help manage the system to support evolving needs over time. As part of this process, we'll determine potential system, process, and organizational impacts and work in concert with you to establish an approach for deploying the change and managing the impact.

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**The Deloitte AMS Advantage  
Oracle Fusion expertise**

Being a close partner of Oracle and knowing the Oracle HCM Cloud tools and technologies we are very well placed to ensure your Oracle HCM Cloud software and tools are managed correctly and fully after go live. Combining extensive Oracle HCM Cloud expertise and strong HR transformation and advisory skills, we can assist you in making sure you fully leverage your software investments. On top of that, our Belgian Oracle HCM Cloud practice is embedded within the European Oracle HCM Cloud practice.

**Flexible and scalable support model**

Our highly customizable services can be tailored to support your organization’s business objectives as they evolve. With a strong focus on Oracle HCM Cloud solutions, Deloitte provides comprehensive support or strategic supplemental services through our combined onsite, offsite and nearshore staffing approaches.

**Leading practices and industry standard tools**

Deloitte AMS brings leading support practices and tools, including leveraging Information Technology Infrastructure Library (ITIL)-based service management processes as the foundation for delivering our services along with a suite of supporting service management tools to make our support collaboration as easy and efficient as possible.

**Experienced guidance**

Within the Human Capital team in Belgium, we extend our Oracle HCM Cloud expertise every day. All our AMS team members tap into years of industry experience gained across multiple engagements to guide HR/IT teams in maintaining their HR HCM Cloud solutions, as well as identifying, assessing, and prioritizing potential opportunities to enhance ROI. We help you enhance particular processes and adopt and use application features that can provide long-term value.

**Comprehensive support tasks/activities**

Application support tasks	Release management tasks	Application Enrichment Projects	Oracle Activities
User inquiries ("How To's")	Breaks/fix/enhancement coordination	Reporting and analytics	Application functionality and future roadmap
Master data/org maintenance	Cross platform release coordination	New module implementation	Infrastructure management
Business process and system configuration	Weekly release impact analysis	Self-service and mobility	Performance
Security maintenance	Major release review and analysis	Additional integrations	Service level agreements
Report support and enhancements	Major release regression testing	Merger/acquisition	Disaster recovery
Integration support and enhancements	User adoption		Tenant refreshes
Conversion and data loads			Release development and deployment
Tenant maintenance			System break-fix issues
			Customer support

DELOITTE AMS SUPPORTED TASKS

## Why Deloitte?

HCM Cloud solutions can provide a powerful and flexible environment that involves ongoing oversight to maintain and apply to the business's advantage. With our tailored services and knowledgeable, experienced team, Deloitte AMS can guide you on a path to:

- Achieve alignment between HR, IT and the business, resulting in a clear understanding of the value of the services being delivered
- Implement an application management solution in a cost-effective and timely manner through approaches that can accelerate solution design and transition and help reduce the pain points that often accompanies change
- Enhance application management through the use of a low-cost delivery

model, leading processes, and preventive measures to help eliminate non-value-added activity

- Increase user satisfaction and decrease risk through leading practices in governance, problem management, and delivery execution
- Ensure to full and sound functional and technical support across the Oracle HCM Cloud board.

Let Deloitte's Application Management Services help reduce the complexity of supporting and improving your Oracle HCM Cloud investment while your HR organization remains focused on supporting the business in ways that add value.

# Contacts

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