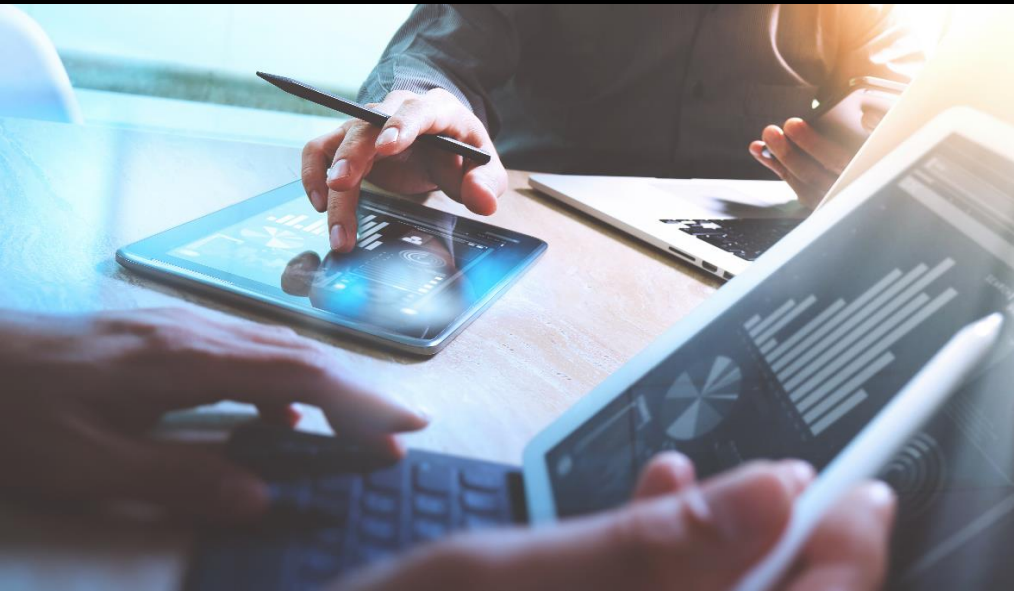


Digital Transformation of Human Resource Management

Assist in improving the efficiency of comprehensive insurance groups

The digital transformation of human resource management is not an iterative application of technological tools, but also the overall enhancement of organizational capabilities. Deloitte, collaborating with Oracle, has strategically designed and incrementally implemented a new digital HR management platform for clients. This platform has been deployed to all branches of the group to achieve centralized business management and enhance collaborative efficiency.



About Client

The client is a leading integrated insurance group in China, listed in Shanghai, Hong Kong, and London. They offer a wide range of solutions and services, including life, property, pension, health, agricultural insurance, wealth planning, and asset management. Since 2018, the group has initiated a new digital transformation driven by a "customer-centric and scenario-driven" strategy, prioritizing talent development as the foundation for its digital advancement.

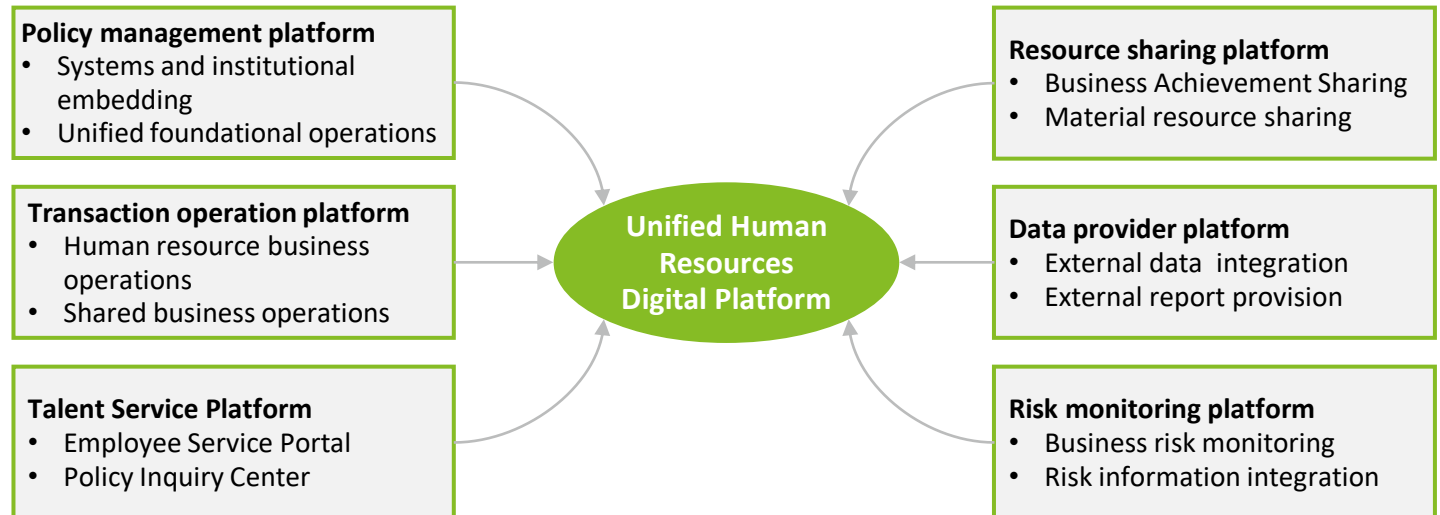
Requirement

Around the goal of "centralized management, efficiency improvement, risk control, and experience optimization" in human resources, through systematic planning, a unified digital platform for human resources will be built for the group, and iteratively promoted throughout the group and global branches. The goal is to address several major points:

Centralized management of human resources	Strengthen human resources' risk prevention capability
Agile Management of Human Resources	Enhance the experience of human resources services

Solution

Supported by Oracle's technology platform, Deloitte has deployed a unified, professional, and intelligent digital platform for human resource management for clients through comprehensive research, from overall planning to step-by-step implementation



Achievements

Complete the architecture of the digital human resource management system

- Cover **8** major business modules and **195** business processes, it is universal for the group and its subsidiaries, replacing existing systems at all levels.
- Constructed a process-oriented, component-based platform that offers autonomous control, flexible integration, and complete traceability of business operations, enhancing future management's flexibility and agility.

Building a unified sharing platform at the group level

- All branches, encompassing over **110k** employees, are fully integrated, and the completeness of employee information exceeds 95%, laying a solid foundation for data sharing across the group.
- Achieve the promotion target across the entire group, realizing the synchronized operation of **6** job systems, **11** salary account sets, and **16** assessment models.
- Successfully provided interactive data services to **46** subsidiary application systems, better leveraging the synergies of business operations.

Enhance user experience and improve work efficiency

- Adhere to customer orientation, support PC and mobile applications, and provide **65** one-stop human resources services.
- The overall satisfaction rate of sampled employees, users, and managers reached **84.2%**.
- Approval and other transaction processing efficiency is increased by **25%-60%**, and system development efficiency is increased by **76%**.

Deloitte | Oracle

Deloitte and Oracle join forces to combine market leading innovation, professional insights, service networks, and industry experience with Oracle's cloud technology platform, jointly assisting clients increase enterprise value, meet their comprehensive needs, and ensure agility, innovation, and foresight in the market.



Please contact Deloitte:

Alex Zhong

Deloitte China Consulting Businesses
Partner

alexzhong@deloitte.com.cn

Michael Liu

Deloitte China Oracle Alliance Leader

jlliu@deloitte.com.cn

If you have any questions, please contact: cnalliance@deloitte.com.cn

For more information, please visit: <https://www2.deloitte.com/cn/en/services/consulting.html>

因我不同
成就非凡

始于1845

About Deloitte

Deloitte China provides integrated professional services, with our long-term commitment to be a leading contributor to China's reform, opening-up and economic development. We are a globally connected firm with deep roots locally, owned by our partners in China. With over 20,000 professionals across 31 Chinese cities, we provide our clients with a one-stop shop offering world-leading audit, tax and consulting services.

We serve with integrity, uphold quality and strive to innovate. With our professional excellence, insight across industries, and intelligent technology solutions, we help clients and partners from many sectors seize opportunities, tackle challenges and attain world-class, high-quality development goals.

The Deloitte brand originated in 1845, and its name in Chinese (德勤) denotes integrity, diligence and excellence. Deloitte's global professional network of member firms now spans more than 150 countries and territories. Through our mission to make an impact that matters, we help reinforce public trust in capital markets, enable clients to transform and thrive, empower talents to be future-ready, and lead the way toward a stronger economy, a more equitable society and a sustainable world.

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited ("DTTL"), its global network of member firms, and their related entities (collectively, the "Deloitte organization"). DTTL (also referred to as "Deloitte Global") and each of its member firms and related entities are legally separate and independent entities, which cannot obligate or bind each other in respect of third parties. DTTL and each DTTL member firm and related entity is liable only for its own acts and omissions, and not those of each other. DTTL does not provide services to clients. Please see www.deloitte.com/about to learn more.

Deloitte Asia Pacific Limited is a company limited by guarantee and a member firm of DTTL. Members of Deloitte Asia Pacific Limited and their related entities, each of which is a separate and independent legal entity, provide services from more than 100 cities across the region, including Auckland, Bangkok, Beijing, Bengaluru, Hanoi, Hong Kong, Jakarta, Kuala Lumpur, Manila, Melbourne, Mumbai, New Delhi, Osaka, Seoul, Shanghai, Singapore, Sydney, Taipei and Tokyo.

This communication and any attachment to it is for internal distribution among personnel of the Deloitte organization.

It may contain confidential information and is intended solely for the use of the individual or entity to whom it is addressed. If you are not the intended recipient, please notify us immediately by replying to this email and then please delete this communication and all copies of it on your system. Please do not use this communication in any way.

None of DTTL, its member firms, related entities, employees or agents shall be responsible for any loss or damage whatsoever arising directly or indirectly in connection with any person relying on this communication.

© 2024 Deloitte Touche Tohmatsu in Hong Kong, Deloitte Touche Tohmatsu in Macau, and Deloitte Touche Tohmatsu Certified Public Accountants LLP in the Chinese Mainland. All rights reserved.