

Case Study: Healthcare Company

Oracle HCM Cloud core HR and Payroll Implementation Rescue

ORACLE
Human Capital
Management



Business Challenge

This healthcare company is a leading developer, owner and operator of senior living communities in Ohio, Indiana, and South Carolina. With 13 communities, 2,000 beds, the company provides health care services for the aging and employees just over 2,000.

This company selected Oracle Cloud HCM to consolidate core HR and payroll processes in 2019 and deploy a state-of-the-art SaaS based scalable solution. Unfortunately, they selected a sub-par implementation partner and eVerge was engaged to address a multitude of implementation issues that impacted several HCM modules.

Success Outcomes

eVerge was engaged to perform a comprehensive Health Check focused on identifying configuration and process design issues for the following Cloud HCM modules:

- Recruiting/Onboarding
- Core Human Resources
- Benefits
- Payroll

The assessment revealed the issues were not software related, rather how the solution was deployed in all areas, including technical integrations. eVerge executed a remediation plan that focused on HR and Payroll foundational setups. The execution of this plan resulted in:

- Corrected balance conversions to generate 2019 W2 and W2c statements
- Corrected payroll costing setup
- Correction of 15+ tax reporting units and migration of 1500+ employees into new Legal Entities
- Implementation of Seniority Rules functionality
- Continuous knowledge transfer of HCM Cloud capabilities and much more

The Oracle Cloud HCM solution is currently integrated with NOVAtime for Absence and Time & Labor and ADP Smart Compliance for tax processing and garnishments.



Successfully transitioned to eVerge Live managed support!