Case Study: Public Sector (City and County)
Refining an early Cloud HCM implementation and creating lasting support capabilities

ORACLE
Human Capital
Management

Success Outcomes

In Spring of 2018, the City and County engaged eVerge to perform our Cloud HCM Health Check Assessment to review configurations, business processes and technical architecture which resulted in several recommendations to resolve their pain points. The Assessment was executed as a mix of onsite and remote system deep dives, super user interviews and a technology review. eVerge was selected to implement the remediation plan and has since been a trusted, long term partner.

Top remediation objectives successfully implemented included:
- Corrected Benefit plan eligibility profiles, life events and employee self-service options. Trained/Supported Open Enrollment and expanded Benefits report library
- Corrected Payroll costing setup and retro pay. Trained staff on balance adjustments and expanded Payroll reports library
- Re-configured Time and Labor timesheet templates, security and rules to enhance user experience

Strategic objectives for 2021 include:
- Migration from Taleo Learn to Cloud HCM Learn
- Deployment of Oracle Digital Assistant

Business Challenge

This City and County has a strong sense of unity, pride and identity. The 70,000 residents enjoy a full array of employment, recreational opportunities and human services with a planned balance of residential and commercial land use, with generous open space, parks and natural areas. They employ approximately 1,000 people.

The City and County implemented Oracle Cloud HCM HR, Benefits, Compensation, Time & Labor, Absence and Payroll in the Summer of 2017. Post implementation, several processes in Benefits, Absence, Time & Labor and Payroll, were not sustainable as configured or had been completely shut off leading to manual, time consuming processes.

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eVerge LIVE **Successfully transitioned to eVerge Live managed support!**