Case Study: Moving from a paper applicant tracking process to Oracle Recruiting Cloud (ORC)

NCOAUG
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Over twenty years of Human Capital Management (HCM) Applications consulting experience, including functional and business analysis consulting.

Oracle Recruiting Cloud (ORC)

Oracle Talent Acquisition Cloud (OTAC)

Taleo Recruiting and Onboarding

Oracle EBS HR

Situation

Client Background

➢ 130 year-old North American manufacturing company based in Pennsylvania

➢ Approximately 1,000 employees

➢ All talent acquisition and onboarding activities handles manually
  ➢ TA team -> 5 with support from IT for provisioning
  ➢ 100 – 150 hires per year mostly hourly in the manufacturing environment across the U.S. and Canada

➢ New Hire – Direct of Talent Management to lead efforts to modernize their systems within TA.
  ➢ Needing to make a 'mark' with the first project since joining the firm

Pain Points

➢ Multiple hands 'touch' each record

➢ Complicated approval processes based on vacancy parameters
  ➢ Inability to track progress through the process and identify bottlenecks

➢ Manual entries into CORE HR system

➢ Inconsistencies in the overall hiring and onboarding processes based on locations

➢ Lost records including resumes, interview notes and compliance reporting elements

➢Candidates submitted resumes to an email address rather than into a system

Action

Keys to Success

- Clear definition of **scope – monitor and adjust** as business needs require
- Acceptance of cloud applications – **adapt to capabilities**
- Top management **support and commitment**
- Proper **allocation of resources** to support implementation lifecycle
- Project management including proper usage of **Oracle Implementation Success Manager**
- **Change Management plan**

Keys to Success (continued)

- Proven **methodology** and project approach
- **User involvement** throughout the project to begin to create buy-in and support for the new system
- Redesign and alignment of **business processes** to support the new system
- **Implementation plan** – and manage to it
- Develop and execute **testing plan**
- Ability to make **timely decisions** throughout the project

Oracle Recruiting Cloud (ORC) Implementation

➢ Integrated Talent Acquisition platform with both Recruiting and Onboarding

- ➢ Requires Oracle CORE HCM
- ➢ Recruiting is a separately licensed module
- ➢ Onboarding actually happens in CORE HCM and does not need a separate license
- ➢ Includes Oracle Business Intelligence reporting
- ➢ Implementation requires both a functional and technical resources
- ➢ Does not require a separate integration to CORE HCM

Project Scope included:

- ➢ Applicant Tracking
  - ➢ Candidate Experience
  - ➢ Candidate Evaluation
  - ➢ Candidate Selection
  - ➢ Career Site
  - ➢ Process Flows
  - ➢ Standard and custom approval processes
  - ➢ Branding
  - ➢ Integration with eQuest as their job board aggregator
- ➢ Onboarding

Results

Success Points

➢ Hired a Talent Acquisition Manager to handle the day to day activities both in and outside of the system

➢ 400% increase in applicant traffic flow (measured at the end of first month)

  ➢ Job submissions directly into ORC for review.

➢ Integrated Onboarding eliminated manual entry into CORE HR

➢ Multiple application and candidate selection processes allowed for unique needs for manufacturing and professional vacancies.

➢ Company career site provides a much improved candidate experience (based on survey to new hires)