



GO TIME: GLOBAL LOGISTICS COMPANY

VIDEO TRANSCRIPT

SAMIA TARRAF:

Hi, I'm SAMIA TARRAF, Lead for Accenture's North America Cloud business and this is Go Time. Go Time is NOW... so we are sharing short stories of partnership that begin with truly listening and then quickly provide agile solutions. DON NERONA just guided one of the world's leading logistics companies through an end-to-end global HR transformation using Oracle's Cloud capabilities and is here to share the story

DON NERONA:

Yes, that's right Samia, and thanks for having me on Go Time. The client considers that retaining, attracting and developing a best-in-class workforce is crucial to its business transformation and long-term success.

Last year the client came to us and said, hey Accenture, we want to provide integrated and harmonized HR services, but without Data inconsistencies and Process inefficiencies. They saw 2 issues here: difficult to measure service performance and drive HR quality. Because of a diverse HR system landscape and no HR systems in many smaller countries. We were chosen to help address the issues through the implementation of its Global HR transformation program for their 70,000 employees in around 90 countries over the period of 3 years.

SAMIA TARRAF:

What I love about this Don is how clear they were on their objectives and their ambitious timeline. How did your team standardize data?

DON NERONA:

We utilized our Accenture's digital platform myConcerto to help the client implement an Oracle HCM Cloud solution using a global, cross-divisional template and a global data model to deploy a modern HR system. The global template is being rolled-out to different countries in phases, leveraging our hybrid Agile methodology. The first phase of the program was successfully delivered by multi-national teams, supported by our colleagues from the Accenture Technology Center in the Philippines.

Kudos as well to our effective change management, the solution garnered high user acceptance, proving the solidity of the delivery approach.

SAMIA TARRAF:

Don, that takes my breath away – it's just such a great story of being agile at every step of the way. MyConcerto helped to plan and save precious time. What were some of the results?

DON NERONA:

Within six months we have standardized around 50 HR processes in our global template which were rolled out to 5 European countries in April and May despite COVID-19.

This created a foundation of trust and was even deepened when COVID-19 hit and kept on building on that trust. We've adjusted our plan when COVID-19 hit and thus showing agility. From the User Experience angle, the client says: "This is the right way to go. We now enjoy the modern look of their new HR application which is employee-focused, consistent and mobile."



We are currently implementing the solution for several other countries in the Middle East, Africa and South East Asia. And the overall mood of the team is generally positive.

All in all, not only it's a great success story where the client, Oracle and Accenture partnered very well to address the challenges, but also underlines the importance of trust in an ongoing relationship. I can't say that enough.

SAMIA TARRAF:

Thank you DON for a great story on the importance of listening, empathy, agility and solutions – now more than ever. There is not a new normal so much as a “never normal” – these fundamentals are how we will help everyone emerge stronger.