



# MIGRATING A HEALTH PLAN'S HR FUNCTIONS TO THE CLOUD



A leading U.S. health plan decided to migrate its Human Capital Management (HCM) capabilities from its current platform to an Oracle Cloud HCM solution. To do this, the health plan needed help developing requirements, defining business processes, configuring and testing the solution, and leveraging insights from similar implementations. The health plan asked Accenture to help support this complex migration.

# OPPORTUNITY

This health plan wanted to improve its overall HCM capabilities by moving its disparate legacy applications to a single, unified system, preferably in the cloud. The objective was to combine the functionality of scattered finance and human resources applications onto one system that would improve operations, provide greater transparency and enhance the employee experience. The business also wanted to use streamlined reporting and analytics to improve compliance and gain greater insight. The health plan turned to Accenture for its significant platform and industry experience and to help confirm they made the right decisions to help reach their goals.

# SOLUTION

Accenture worked closely with client business teams to define requirements, scope and design, aligning business processes to the new platform. Accenture organized and hosted product demonstrations to gather and confirm requirements, then validated end-to-end solution capabilities. Functional and configuration designs were created based on more than 600 specific business requirements. Configuration work included:

- **12 configuration workbooks with more than 100 tabs and 10,000 configurations**
- **30+ custom security roles**
- **40+ custom workflows**
- **30+ defined flex fields**



Accenture collaborated with the health plan's business and technical teams to develop, then confirm the test approach. Test scripts were created and user acceptance testing (UAT) activities were supported. Accenture worked closely with the business to execute more than 400 test cases and scenarios. In total, we helped configure and implement the following nine modules for the cloud solution:

- 01 Human Resources**
- 02 Benefits**
- 03 Compensation**
- 04 Goals**
- 05 Performance Management**
- 06 Talent Review**
- 07 Succession Planning**
- 08 Recruiting**
- 09 Onboarding**

Accenture worked on a total of 49 conversion maps for the HCM migration. More than 400,000 rows of data were processed and migrated from the legacy platform onto the new Oracle HCM platform. We spearheaded issue triage and worked with other parts of the organization to confirm that other Oracle modules integrated properly with HCM.

Accenture thought leaders shared perspectives on Oracle solutions, recommended practices and lessons learned from other implementations. We also transitioned knowledge to the health plan's Oracle Center of Excellence to help manage and support post-production sustainment activities.

## Results

Accenture delivered this HCM Cloud solution within the defined budget for the business case. Oracle Cloud HCM capabilities and data conversions were delivered with no major issues or complications at Go-Live. The health plan's Oracle Center of Excellence successfully leveraged this cloud solution and integrated it across Sales, Finance and HR.

The employee experience was enhanced for HCM capabilities. The delivered solution was also ready to support more than 1,000 employees from a recently acquired organization.

The health plan's HR organization and Center of Excellence were satisfied with the final delivery and have continued to work with Accenture on other related initiatives.

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