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Empowering HR Digital Transformation and Securing Operations With Oracle Cloud for a Leading Non-profit in the UK

 Case study

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Overview

Transforming HR operations and systems

Our client is a non-profit organization supporting refugees' relief and human development in remote areas. Due to fragmented technologies and applications, the client faced challenges managing its HR operations and systems. Zensar proposed an end-to-end autonomous iPaaS platform from Oracle to address the organization's challenges. The solution offered wide-ranging benefits, including process automation, security management, monitoring, and compliance reporting capabilities. By implementing the solution, the client successfully achieved cost savings and streamlined its operations, leading to greater cohesion and effectiveness in its overall business operations.



Challenges

Fragmented HR operations that expose the organization to risks

The HR operations of our client presented several challenges stemming from remote work arrangements and the absence of a cohesive enterprise platform for an integrated Business Process Management System (iBPMS). The decentralized nature of the client's workforce and the reliance on disparate platforms and applications led to fragmented business processes, amplifying complexity and exposing the organization to risks. This further inflated the company's total cost of ownership.





Solution

Building a stable and scalable platform with Oracle Cloud

Zensar revolutionized client operations by unifying fragmented tools into a comprehensive solution powered by Oracle iPAAS. The end-to-end autonomous platform helped automate processes and centralize management, providing the client with a seamless experience. By leveraging Oracle Integration Cloud Insights services, the business was able to gain real-time visibility into key metrics, enabling prompt responses to dynamic demands. Additionally, we harnessed the secure and portable capabilities of Oracle Visual Builder, constructing an iBPMS that prioritized efficiency and security.



Business impact

Revolutionizing operations and security

The proposed end-to-end autonomous iPAAS platform from Oracle significantly impacted the client, benefiting a broad user base of 30,000 staff and beneficiaries with **improved processes and systems**. The platform implementation also considerably **reduced support costs**, as it **streamlined operations** and **minimized the need for manual intervention**. The platform offered **complete security and portability**, ensuring robust protection of data and applications while allowing seamless movement across different environments. The platform's 24x7 availability also provided uninterrupted system access, enhancing employees' efficiency and productivity.

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