Customer Story – Remediation Project

Customer

Our client is a UK public sector organization employing over 250,000 people and with an annual budget of over £50bn. The organisation completed an Oracle HCM Cloud implementation in 2021, however the project went live without completion of several process implementations and training stages. The eKal Solutions team were engaged several months after go-live, at which stage the original backlog list had grown significantly both from further discovery of implementation errors and user training deficiencies.

Core competencies / skills deployed in the project recovery were Human Capital Management, Finance and Payroll. The team's skills and experience around ETL (Extract, Transform and Load) and flexi-time management were instrumental in transforming what was a substandard implementation. We added additional resource once we knew we needed additional skills.

Challenge

The eKal Solutions engaged Change Management principles to order the priorities across the stakeholders and within the first 30 days had managed to resolve a majority of the priority/high-impact issues.

Solution

The team engaged with the original Systems Integrator to provide a level of continuity and to ensure on-going stability post remediation involvement.

As priority tickets were resolved work moved onto the less priority items. New processes were also designed, tested and implemented to support the original implementation.

Outcomes

The customer team plus users could see improvements in the system. This increased the confidence of users which in turn reduced the number of helpdesk calls.

In turn the business started to see the benefits of the new technology and stated investigating new process improvement for the business.