

TRANSFORMING GLOBAL HUMAN RESOURCES PROCESSES AT MACMILLAN SCIENCE AND EDUCATION

Cognizant leads a global Oracle HCM Cloud implementation to give science and education publisher a single view of data for effective HR management.

GLOBAL IMPLEMENTATION OF ORACLE HCM CLOUD PLATFORM

DEVELOPMENT OF A GLOBAL TEMPLATE FOR ALL HR PROCESSES

A CONTROLLED, CENTRALISED SOURCE OF EMPLOYEE DATA

PHASE 1 ROLLOUT TO 1,000 EMPLOYEES ACROSS NINE ASIA PACIFIC COUNTRIES IN JUST SIX MONTHS

The Business Situation

Macmillan Science and Education, the majority of which is now part of Springer Nature, provides high quality science and education content, and innovative digital products and services to students, teachers, and researchers around the world.

With operations in more than 50 countries, Macmillan Science and Education ran multiple human resources (HR) management systems. Many were duplicates; others served the same functional areas. Some countries in which the business operated lacked an HR system altogether.

The company sought to consolidate and standardise its HR systems in a transformation programme, for which it specified the following desired outcomes:

- A single source of accurate headcount data for all worker types globally.
- Comprehensive and accurate employee information at any given time.
- Clear, consistent business processes.
- Implementation of user lifecycle processes in all regions.
- Clearly defined and understood roles and responsibilities.

The Challenge

The lack of global consistency in its HR capability meant that Macmillan Science and Education had no single approach and no central repository of employee and payroll data. This meant that there was no way to quickly provide accurate data to management on items such as headcount, costs and trends.

The business set about addressing this challenge with a strategy to operate as a single, global organisation and manage its people more efficiently. It selected the Oracle Human Capital Management Cloud (Oracle HCM Cloud) platform as the backbone for this transformation. The platform would provide a single source of accurate HR information, global coverage for HR regulations and compliance, and out-of-the-box multi-language support.

“Oracle’s cloud-based solution will enable us to standardise HR processes and improve communications, collaboration, and visibility throughout our global organisation,” said Paula Neary, Director of Business Systems, Macmillan Science and Education.

The Solution

As a long-standing and trusted project delivery partner for Macmillan Science and Education, Cognizant was chosen as the overall implementation partner for Oracle HCM Cloud. “We have a good

track record with Cognizant, having worked together on a number of projects in the past,” explained Stephen Cohen, Head of Business Support Solutions, Macmillan Science and Education.

He continued: “Oracle and Cognizant also have a good relationship, and after undergoing due diligence and examining different models of delivery, we chose Cognizant for its strong and relevant technical expertise.”

Bhawani Shankar, Cognizant’s UK Head of Information, Media and Entertainment, added: “Working collaboratively with Macmillan Science and Education, we adopted a phased approach to this programme due to the global scope of the implementation across 57 countries. This began in the Asia Pacific region with rollout to 1,000 employees across nine countries in just six months. During this implementation process, we developed a global template for all HR processes that would be a blueprint for HR on a worldwide scale.”



During the rollout we made use of our proprietary Consolidated Cloud Implementation Methodology. This combines Oracle Unified Methodology (OUM) and an iterative and incremental development approach for cloud. "This enables us to accelerate time-to-value in Oracle Cloud transformation initiatives," comments Sriram Raghavendran, Head of Cognizant's Oracle Solutions Practice, UK.

The rapid implementation in Asia was also due to the use of our Oracle Cloud Accelerator HCMMaximize™ solution (see our [HCMMaximize™ video](#))*. This provides a reference model with pre-configured set-ups to showcase standard Oracle Fusion functionality, enabling faster project initiation. It also includes preconfigured process flows, a migration kit and cut-over plan, pre-built reports, test cases, and training material to further speed the implementation. Cognizant also provided extensive do-it-yourself training for the super users within Macmillan Science and Education's HR business team.

The solution is hosted in the cloud on a Software-as-a-Service (SaaS) basis. It features core HR modules, as well as Self-Service, Absence Management and Oracle Transaction Business Intelligence for Human Capital Management. All HR employees in the Asia Pacific region are now active on the new Oracle system. Managers have replaced the manual systems, printed forms, and spreadsheets they previously used. From hiring new staff through to absence management, the HR team now has clear processes in place, which are fully compliant with all HR regulations.

The Benefits

With the successful deployment in Asia Pacific, Macmillan Science and Education has a cloud-based solution providing a single source of accurate HR information.

This will give senior management clearer business insight into the publishing business; improve the HR experience and communications with employees; and reduce time spent updating incorrect data.

Macmillan Science and Education now has a single version of the truth for all master data across Asia Pacific. As data feeds from Oracle HCM Cloud into other systems, such as the division's social collaboration and learning management tools, employees are able to find other employees and view accurate and up-to-date information about their teams and organisational structure.

With Asia Pacific deployment completed, the business benefitted from:

- A centralised HR system allowing the extraction of workforce data, such as employee headcount and accurate employee information, to support efficient business management.
- Standardised processes enabling controlled workflows with adequate approvals and escalation.
- Regional and country level views of employee information.
- Regional and country-specific absence management policies enabling effective absence tracking and data management to identify trends and issues.

"This will give the business a controlled source of employee data fully compliant with all HR regulations and usable across other systems, avoiding the need for constant user data remedial work. The implications for improved efficiency and data accuracy are huge," concludes Macmillan Science and Education's Paula Neary.

To find out more about how businesses are benefiting from Cognizant Oracle Solutions, visit www.cognizant.com/application-services/oracle-solutions or email InfoUK@cognizant.com

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