



A CUSTOMER

SUCCESS STORY ▶

MACE GROUP REDUCES COST & IMPROVES HR OPERATIONS BY IMPLEMENTING GLOBAL ORACLE HCM CLOUD & TALEO

The Challenge

The decision to move to Cloud to manage key business processes, including HR, Finance and Projects, was taken at a global level by the Mace Board with the aim of reducing costs by taking the maintenance of business systems out of the company's remit. Several providers were considered including: Oracle, SAP, Unit 4, Microsoft and Workday. The final decision was between Oracle and SAP and Oracle was selected because, where SAP was seen to have many complex integrations and bolt-ons, Oracle had a more complete and integrated solution. Following a rigorous procurement process, Mace selected Inoapps as its implementation partner.

One of the key areas for the business to address was the quality of its people data and analytics. The business had held the data in a variety of HR systems complemented by many homegrown spreadsheets and databases. The disjointed nature of this data and supporting systems led to a lack of transparency and insight into the workforce meaning that HR struggled to make informed strategic decisions. This wasn't conducive to a modern, agile and creative working environment.

The Solution

The Inoapps team worked closely with Mace's project team to implement Core HCM, Taleo Recruiting and Onboarding alongside Employee and Manager Self-Service in the UK and more than 50 other countries. Crucially, this now provides a single global view of employee information and many routine processes have been automated. Self-service empowers employees by allowing them to maintain personal information in the system and to access their pay slips easily online, which also reduces costs. Managers can now update information on their direct reports directly into the system. Where previously the recruitment process was carried out on different platforms the client now has an intuitive applicant tracking system where submission and retrieval of information is consistent and accurate.

The Inoapps team also worked closely with Mace's internal team to implement Absence and Compensation Management in the UK. This means all employees can now request and record all types of absences using the system and Business Unit Directors can carry out salary and bonus reviews within the same system. This will shortly be rolled out to all global locations. Post implementation, Inoapps' Managed Service team now ensures the continued smooth running of the system by providing help-desk support to Mace's HR team.

Mace has demonstrated confidence in Inoapps delivery by selecting us to manage the second phase of the HCM implementation, which involves rolling out Absence and Compensation Management globally. This is due to go-live in the second half of 2018.

"The Inoapps Team that took us to go-live was very hardworking, motivated and committed to meeting our deadlines. They worked with us as "One Team" putting our best interests as the customer at the heart of everything they did."

Alexandra Michael

HR Lead – Oracle Implementation Programme, Mace Group

Customer Profile

Mace is an international consultancy and construction business, headquartered in the UK, with operations in over 50 countries worldwide. Established over 27 years ago, Mace is now a £1.97bn company, operating in 21 sectors from five global hubs and inspiring its clients to innovate. The company has around 5,700 employees.

▶ PRODUCTS & SERVICES INCLUDE:

- ✚ Core Oracle HCM Cloud with Employee and Manager Self-Service
- ✚ Taleo Recruiting & Onboarding Cloud Service
- ✚ Absence Management
- ✚ Compensation Management

▶ BENEFITS

- ✚ A single global view of employee information
- ✚ Savings of £50-60k a year because the business no longer creates pay slips.
- ✚ Efficiencies through standardisation, for example the business has consolidated its job titles from 1400 to a standard list of manageable size
- ✚ Automation of routine processes
- ✚ More accurate information due to consistent approval workflow for processes such as absence recording
- ✚ Greater control and governance allows the business to enforce policy
- ✚ Increased transparency around the company's rewards package
- ✚ Improved quality of data?

▶ INOAPPS VALUE ADD

- ✚ Implementation successfully completed on time and on budget using Inoapps' methodology despite recurrent changes
- ✚ Reliable workarounds provided to meet customers' specific requirements
- ✚ Responsive post go-live support with quick resolution of issues ensures smooth running of the new solution
- ✚ Great teamwork
- ✚ Hardworking and committed to achieving deadlines
- ✚ Transparent advice