



Oracle HCM Cloud

Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Director of Professional Services at a tech services company with 501-1,000 employees

Austin Reason

VALUABLE FEATURES

For me personally, the most valuable is the account management suite. They're constantly developing it.

IMPROVEMENTS TO MY ORGANIZATION

Oracle moved the solution to the cloud from on-site. This is more cost-effective for us as a subscription service rather than as a licence-based solution.

ROOM FOR IMPROVEMENT

The mobile capabilities need to be improved. It would be good for our workforce to be able to access the information from mobile devices and respond to requests. The product is still in development, but the mobile capabilities are still better than their eBusiness suite, and we are happy with it for now. We're still finding some issues, and third-party apps that need using with our systems. There's still a lot of development to be done, but they are constantly adding new features and modules. Currently, if Oracle doesn't have a solution, we can find a vendor who does.

USE OF SOLUTION

I've used it for about three years.

DEPLOYMENT ISSUES

No issues encountered.

STABILITY ISSUES

No issues encountered yet.



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SCALABILITY ISSUES

We're scaling up on the cloud, and it's getting there.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: They're fairly quick with their responses, 8/10. Every time we need a modification done, we need to speak to them. Technical Support: They're on top of things, 8/10 as there's always room for improvement.

PREVIOUS SOLUTIONS

We previously used several different Oracle solutions, mainly converged systems. We wanted to have everything in one system, and are currently planning on importing our accounting into it.

INITIAL SETUP

It was complex because we have several systems that needed integrating into the cloud system. With the API we use, this was done and it works well. There was also a lot of process change, because instead of tailoring the system to fit the process, we had to tailor the processes to the system.

IMPLEMENTATION TEAM

Most of the development was controlled by Oracle. The implementation itself though was done in-house with help here and there from a consultant.

PRICING, SETUP COST AND LICENSING

Work the best price you can, and tailor the product for your company to get the best price.

OTHER SOLUTIONS CONSIDERED

We didn't as we already had experience with Oracle, and wanted to move to their subscription service.

OTHER ADVICE

Now there's a couple of other companies have it, as well as some consulting companies that do, so get advice from them.

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