Diagnostic Service Provider

Industry: Healthcare

Region: North America

Stories of Digital Transformation

📄 Summary

The client is the largest American clinical laboratory. As a Fortune 500 company, they operate in the United States (including Puerto Rico), United Kingdom, Mexico, and Brazil. As of 2017, the company had 46,000 employees and generated more than $7.7 billion in revenue. They opted for Oracle HCM Cloud to replace legacy PeopleSoft. Phase 1 implementation of Global HR, Compensation, Benefits, Payroll for US, Payroll Interface for other countries have gone-live in July 2019.

💬 About

The client is the world's leading provider of diagnostic information services. With over $7 billion in revenue and more than 6,600 patient access points, they are the most extensive diagnostic network in the US, serving about half the physicians and hospitals in the country and 30% of American adults every year.

In addition to core diagnostics, their workforce of over 46,000 employees provides a broad range of employee wellness and insurance risk assessment services, while making a major contribution to industry-led medical research with health and drug trend indices.

⚗ Challenges

- Large non-exempt population (~39,000). Most have special service contracts that was maintained in PeopleSoft with a heavy customization
- Extreme large quantities of balance data for mid-year conversion
- Complex compensation plans
- High volume integration with external/internal systems

🤝 Benefits Achieved

- Drivestream jointly managed the program with Wipro.
- Drivestream led Program Management, Payroll, Absence, Compensation, Business Intelligence Reporting, Integration and many aspect of this important implementation.
- Accommodated custom chart-of-accounts structure including Business Unit, Regional Business Units and Site code.
- Introduced new, efficiency-enhancing capabilities like Position Management, Manager Self Service and Global Compensation Management.
- Created special reconciliation steps to verify balance conversion from PeopleSoft.

📑 Results

- Employed creative solutions to deal with data complexities: built special routines for address cleansing and HR data validations on Oracle ICS, cleansing data for over 250K non-employees.
- Executed payroll configuration of 46,000 active employees (~39,000 were non-exempt, many under Special Service Contracts) by replacing a highly complex PeopleSoft customization with fast formulas and element configurations in the cloud.

Products:
HCM Cloud
Payroll Cloud

Legacy Platform:
PeopleSoft