

Supercharging transition for an American private **golf corporation**

Maximizing value derived from Oracle Cloud Applications



The client is the largest owner and operator of private golf and country clubs in the USA, with more than **30,000 employees** and a huge and growing member base of **500,000+**. The client owns and operates multiple golf country clubs and alumni clubs worldwide.

The Objective:

The client wanted to provide a seamless experience to its growing member base across multiple touchpoints with an enhanced customer experience. In order to achieve this the client was looking to upgrade their critical systems including, Enterprise Resource Planning (ERP), Human Capital Management

(HCM), and at the same time integrate multiple soiled club applications. As part of their vision, the client wants to shift from a CAPEX model to an OPEX model to drive operational efficiency, and productivity, and reduce the cost of ownership from their investments in Oracle's SaaS, PaaS, and IaaS solutions.

The Challenge:

Organization Change Management (OCM):

The client wants to transition to cloud-based services, and this requires technology enablement and change management for its workforce to create transformation across organisation

Shift from CAPEX to OPEX Model:

The client understands the complexities of this shift and therefore they are looking for a partner who helps them effectively implement cloud solutions at scale

Mitigate Risk:

The client wanted to ensure that mitigation concerns regarding system downtime, data security, and compliance risks should be carefully monitored and maintaining the performance of all critical system

The Solution:

HCLTech understood client challenges and their broader vision of becoming a more agile organisation. To enable such transformation HCLTech technology experts and consultants worked in close collaboration with different business and IT stakeholders from client's organisation to deliver change management goals.

HCLTech OCM consultants redesigned the strategy and process for recruiting, learning, and skill development to help the client's

workforce effectively manage the changing technology landscape. In alignment with this, HCLTech helped the client to migrate from Taleo Talent Acquisition & Learn to Oracle Recruiting Cloud (ORC), this helped the team to better manage their talent. HCLTech implemented a new user experience, automatic data processing interface, and early adopter features, to upgrade the HCM platform.

The Impact:

► **30%** reduction in IT spending through the shift from a CAPEX model to an OPEX model

► Reduced **90% of payroll** issues through improved user experience and Oracle Root Cause Analysis (RCA)

► Enabled **200+ Clubs** and **30,000+ employees** across North America through effective change management transformation.

