

# From Pilat to Oracle, And Back Again

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During the design phase of a new HCM implementation, one large enterprise discovered that the out-of-the-box Talent Management module required significant changes to their processes, leading them to reintroduce Pilat to meet their specific requirements.

**Background:** Our client is a large enterprise in the USA with over 15,000 employees serving over five million customers.

Twenty years ago, they were a growing business with increasing numbers of employees and a broadening scope of services and offerings. To handle this growth, the HR department knew they needed to implement scalable processes for Talent and Performance Management.

As a result, and after extensive research, the HR team selected Pilat because of its customizable approach to workflows, integration, and easy-to-use interfaces. Over the next decade, the HR team worked with Pilat to configure a well-established Talent Review process that covered over 4,000 management employees.

## Implementing a New System

In 2015, a decision was made to implement an Oracle enterprise solution that encompassed Human Capital Management (HCM) and Financial Services to support all HR and finance processes.

During the sales process, the HR team was assured that the new HCM solution would support their existing Talent Management process. Consequently, Pilat was notified of the client's departure, and Pilat's account management team began planning to assist the client in migrating their talent data to the new platform.

During the design phase of the new system, our client identified that significant workflow changes and limitations on functionality previously available with Pilat would lead to substantial compromises. Well-established talent processes would have to be redesigned, resulting in extensive retraining across the organization.

This was an unacceptable workaround—the HR team was unwilling to adjust their process to meet the limitations of the new HCM application. To resolve this, the HR team contacted Pilat and discussed whether a new talent module could be configured to match their existing process and integrate seamlessly with Oracle HCM.

## A Unique Solution from Pilat

Pilat rose to the challenge, offering a bespoke configuration that integrated with Oracle while maintaining our client's vital Talent Management processes.

**The solution the Pilat team configured for this client includes:**

### Customized 9-Box

Allows leaders and HR users to plot management employees based on recent performance and future potential.

### Succession Planning

Covers all management employees, including talent pools, enabling the client to group similar positions and create a single succession chart for each pool, eliminating duplicative efforts.

### Development Planning

Assists management employees in understanding their developmental needs to support their career paths.

### Leader 'Self-Service' Features

Enable leaders to propose changes to the 9-box and succession charts before in-person meetings with their peers and leadership team, allowing them to address issues and record data relevant to individual circumstances.

### Talent Meeting Functionality

Allows HR users to facilitate in-person talent review meetings, with features that let attendees review and update data in real time as needed.

### Extensive Integration

Seamlessly integrates with Oracle and the client's business intelligence (BI) application, providing enhanced visibility for senior leadership.

Fast-forward to today, and after two decades of partnership, the client has significantly expanded its use of Pilat, identifying additional processes that enhance their workflows and facilitate HR best practices. This includes performance management and exit interviews, areas where Pilat excels in supporting complex HR processes with specific workflow requirements.



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Whether you're seeking a solution that can support complex Succession Planning scenarios, offer Talent Management features, or even provide Performance Management functionality, Pilat is the best choice for tailored HR workflows that plug the gaps in your current system.

Discover more about Pilat for your organization when you book a demo with the team.

[Book a Demo](#)

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