

ADVANTAGE SOLUTIONS

Uniting Advantage Solutions' Worlds
of Work: *From Workday to Oracle*

SALES AND
MARKETING | USA
C90,000
EMPLOYEES

Transforming the Working Lives of 95,000 Employees

Since 2015, Advantage Solutions, the nation's leading business solutions provider to manufacturers and retailers, has been using Applaud's Employee Experience Platform to create **exceptional consumer-grade technology experiences** for their employees.

When Advantage Solutions acquired Daymon in 2018, they made a bold move to replace Daymon's Workday solution with Applaud using the functionality of Oracle HCM - a decision that would transform the working lives of over 95,000 employees.

Advantage Solution's HR Technology Journey

Advantage Solutions
use Oracle HCM as
their HR Software

2015



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Advantage Solutions begin using Applaud to improve the user experience and functionality of Oracle HCM



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Advantage Solutions acquire Daymon in 2018

+

Daymon



Daymon had been using Workday as their core HR software solution

2018



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Advantage Solutions remove Workday and roll out Oracle HCM and Applaud across their new workforce

Underwhelming, Confusing UX

In 2011, Advantage Solutions turned to Oracle HCM to roll out new HR features in a bid to streamline employee and manager tasks. With Oracle in place, they deployed services such as Payroll, Time & Labour and standard Self-Service tasks – complemented by custom-built pages for time entry.

Whilst employees and managers could access these new features, they found the screens difficult to use and the navigation between systems incredibly confusing.

Top challenges with Oracle included:



Overwhelming
volume of
navigation points



Outdated
desktop
apps



Excessive clicks
and system
journeys



Not being able
to access Oracle
on mobile

Growing increasingly frustrated, employees' complaints began to make noise in the C-Suite boardroom. Not only was this damaging HR's reputation, but it was hindering employee productivity.



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How We Set New Standards for Advantage Solutions

To give employees the HR technology experience they deserve, Advantage Solutions turned to Applaud to create an efficient, modernized user experience across Oracle's HCM mobile and desktop apps. As well as delivering consumer-grade UX across Oracle tools, Applaud delivered additional functionality including organization charting, improved employee directory, and new welcome screens for employees.

With a single holistic view of the organization, and the independence and simplicity to perform functions in Oracle, employees were able to experience:



Streamlined Employee Journeys

Applaud broke down the barriers of rigid infrastructures and long user journeys by creating new desktop and mobile interfaces across their Oracle solutions. These simple, consumer-grade screens reduced employee navigation points and lowered clicks, **increasing productivity and giving workforces time back in their day.**



Empowering Self-Service Features

With Dashboards and Employee Self-Service (ESS) features on mobile, employees no longer had to log onto a computer to perform any Oracle-related tasks. New approval and absence calendar functionalities not only **empowered employees to engage with their own data** but increased manager efficiency by reducing the volume of manual requests they received.



Greater Visibility for Management

Manager Self-Service (MSS) features, such as managing calendars, helped give senior team members a holistic, central view of their teams' holiday, availability, and absences, reducing the need for traditional offline spreadsheets and manual input, **boosting productivity, and improving workforce visibility.**



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Uncompromising, Consumer-Grade Experiences for a New Workforce

In 2018, Advantage Solutions began their acquisition journey with Daymon, a venture that would create a workforce of over 95,000 employees. Daymon employees had been confidently using Workday platforms to meet their HR needs, but with so much success and employee engagement with Applaud, Advantage Solutions chose to remove Workday from their HR technology landscape during the merger.

To give both new and old employees a single, holistic view of Advantage Solutions, management used Applaud to roll out new corporate branding across every HR interface to help strengthen the brand loyalty of employees during this time of change. With comprehensive organization and position charts, managers gained a more visible overview of their new workforce with immediate access to information.

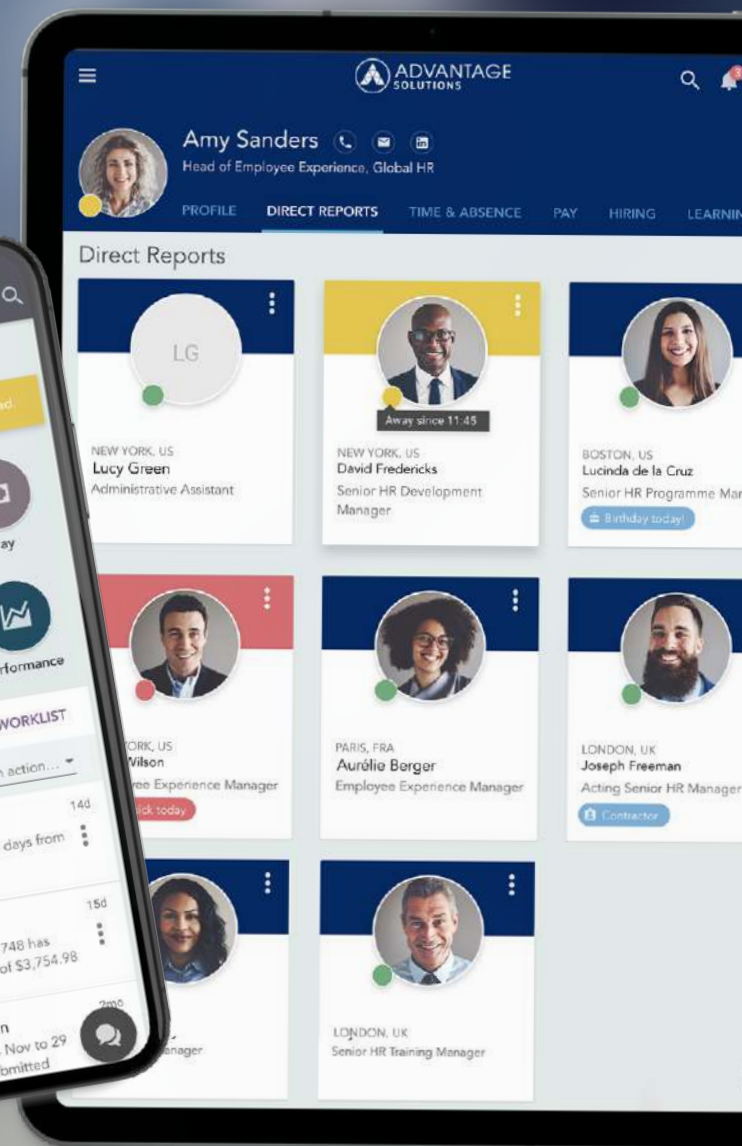
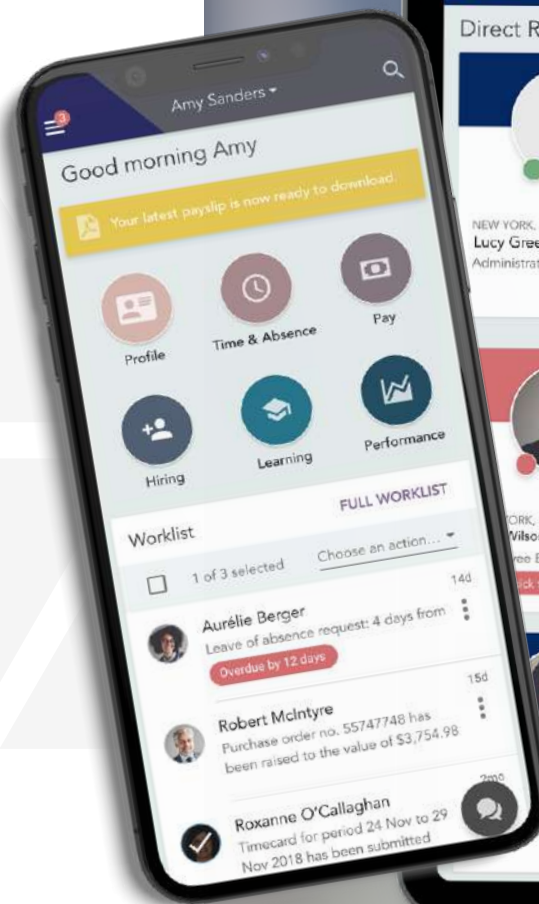
With Applaud and Oracle HCM solutions now rolled out across their entire workforce, Advantage Solutions have an engaged, proactive workforce powered by consumer-grade employee experiences.

“Over the past 12 months, we’ve seen employees become **75% more productive in completing HR tasks while using Applaud.**”

Robert Reiling

National Director EBS Systems and BI, Advantage Solutions

75%



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“Applaud’s cutting edge mobile and desktop interfaces are a refreshing user-friendly change that encourage our associates to engage with their own data.”

Robert Reiling

National Director EBS Systems and BI, Advantage Solutions

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