INDEVCO
CONSULTANCY

CASE STUDY

People Strategy & Organization Development Transforms Human Capital Management (HCM) with Oracle e-Business Suite

> *« We desperately needed instant access to meaningful, real-time metrics and analytics on our people. At the same time, we needed to create employee satisfaction, and support their overall productivity and efficiency levels. »*
>
> *Neemat Frem, INDEVCO Group CEO*

Headquartered in Ajaltoun, Lebanon, INDEVCO employs over 10,100 people in the Middle East, Africa, Europe, and the US in over 80 manufacturing plants and commercial companies. INDEVCO seeks to best serve a wide array of industries in nearly 90 countries worldwide. INDEVCO is a global leading manufacturer of corrugated, paper, and plastic raw materials and packaging, jumbo tissue rolls, consumer and away-from-home disposables, renewable energy solutions, converting machinery, and CNC machined parts.

CHALLENGE

INDEVCO was experiencing a range of limitations trying to manage its HR capital spread across numerous companies and geographical locations using multiple disconnected systems. Major challenges included:

- Lack of on-demand accurate and up-to-date data
- Manual transactions with heavy administrative paperwork and processing cost
- Lack of HR initiatives integration and visibility
- Lack of optimized recruitment process
- Lack of standardized payroll process across companies
- Inability to match the proper training with the proper skill and resources resulting in high budget for non-targeted trainings
- Inability to manage talent effectively

SOLUTION

After going live with Oracle e-Business Suite, INDEVCO quickly saw significant improvements with a cohesive suite of HCM functionality, business intelligence, and a central self-service portal for all employees. The solution equipped INDEVCO executive teams from across countries with streamlined HCM processes, improved information delivery and availability, data accuracy and enhanced services for employees across the organization.

The automated system enabled the HR community to reduce the manual interventions and heavy administrative paperwork. Employees can now view their own information and payroll details and perform any transaction needed in a secure automated workflow without the need to discontinue their daily work.

Today, information is widely available in one single-source location and reports are finally meeting the increasing demands for complex analysis.

BUSINESS RESULTS

- Centralized HCM system capturing over 10,100 employee
- Systematic implementation of HR best practices
- Process automation and optimization for recruitment, compensation and benefits, talent and leadership, administration and other HR processes
- Fully integrated time attendance and payroll processes
- Significant cost-saving across the organization
- Structured approach to competency-based performance management
- Easy management of the full talent life cycle
- Sharp increase in staff productivity

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