Oracle Cloud HCM Journeys

Oracle enters the employee experience (EX) market with Oracle Journeys, designed to help automate and guide employees through processes that span human resources (HR), finance, procurement, IT, and other departments. Based on the Oracle HCM Suite, the solution leverages the security, roles, and data within Oracle Fusion Cloud Applications.

— Journeys LaunchPad provides a single point for employees to access journeys via any device or the Oracle Digital Assistant.

— Journeys Creator, with more than 20 prebuilt journey templates, enables HR to rapidly build and customize employee journeys for key processes such as returning to the workplace, finding a mentor, or relocation.

— Journeys Booster, based on Oracle Process Cloud, integrates third-party systems and applications to automate cross-departmental processes.

AT A GLANCE

Oracle is entering the competitive HR service delivery (SD) and EX market with a solution primarily for Oracle HCM customers, touting its HCM foundation, integration, and process automation capabilities as differentiators.

DEEP DIVE

Most solutions in this space support integration and process automation across multiple applications and systems. Journeys delivers those automations based on the core HCM system, with personalization based on individuals' HR record and HR policies. Individual journeys can be triggered by individuals, managers, or changes in transactional systems.

LONG VIEW

Journeys leverages Oracle's HR strengths as well as its broader cloud portfolio, making it an attractive option for existing Oracle customers. As companies move to adopt enterprise EX strategies to support hybrid and work-from-home models, solutions will need to balance low-code flexibility with enterprise security, management, and auditability.

MONEY: Journeys is free for Oracle HCM customers, but those integrating non-Oracle data or applications will likely need additional Process Cloud licenses.

MARKET: Journeys will make Oracle HCM more competitive against Workday and other HCM players without an HRSD story. Against other EX and HRSD solutions, Oracle will be challenged beyond its HCM base.

PEOPLE: Oracle's customer experience (EX) technology and pedigree are potentially valuable assets in differentiating its EX approach as companies move from tactical to long-term EX strategies.

TECH: Oracle is not seen as a low-code provider, and needs to address that perception gap to more effectively compete in the EX - and broader enterprice application - space.