

# Operating at Peak Performance: How Oracle HCM Transformed HR Operations at a Major European Port



## Overview

Picture one of the world's busiest ports - DP World Antwerp - where thousands of containers move seamlessly each day. While their logistics operations ran like clockwork, their HR processes needed the same level of efficiency. That's where INTECH stepped in.

We partnered with DP World to revamp their human resources operations through Oracle HCM Fusion.

## The Challenge

Like many growing global organizations, DP World Antwerp was grappling with HR challenges that were holding them back. Imagine trying to piece together an employee's complete profile from multiple systems, or manually processing countless leave requests while ensuring compliance with local regulations. These weren't just minor inconveniences – they were significant roadblocks for the human resources department.

### The team faced several critical challenges:

- ▶ A "Digital Maze" of Data: Employee information was scattered across various systems, creating a virtual treasure hunt for simple information
- ▶ The Manual Burden: From recruitment to benefits administration, teams were spending countless hours on paperwork rather than strategic initiatives
- ▶ Flying Blind: Without robust reporting capabilities, making informed HR decisions was like navigating without a compass
- ▶ Compliance Complexities: Keeping up with legislative requirements felt like trying to hit a moving target
- ▶ Onboarding Obstacles: New hires faced a disconnected journey from candidate to employee

## The INTECH Approach

Enter Intech – not just as a service provider, but as a strategic partner who understood both the technical and human aspects of HR transformation. Our objective was to bring Oracle HCM Fusion's power to solve DP World Antwerp's unique HR challenges.

### Key Solution Components:

- ▶ Created a single source of truth for organizational data
- ▶ Built a comprehensive employee data management system
- ▶ Integrated compensation systems for perfect payroll accuracy
- ▶ Developed sophisticated absence management tools
- ▶ Streamlined benefits administration
- ▶ Reimagined the recruitment and onboarding experience
- ▶ Launched a responsive HR help desk

## Client Quote

"We mainly work on core HR, absence management, benefits, performance management and goal management. INTECH's team supports me in all these modules, I've always received 100% support. I don't even consider them as part of INTECH, I consider them part of my team."

## The Success Story

The transformation wasn't just about implementing new technology – it was about delivering real, measurable results that impacted every employee:

- ✦ No more second-guessing employee information
- ✦ Automation replaced manual tasks, freeing HR teams for strategic work
- ✦ Decision-makers now had access to powerful analytics
- ✦ Compliance became a built-in feature, not an afterthought
- ✦ From candidates to veterans, everyone experienced a smoother HR journey
- ✦ A scalable system that grows with the organization
- ✦ Recruitment and onboarding became one fluid process

Today, DP World Antwerp stands as a testament to what's possible when you combine the right technology with expert implementation. Their HR function has evolved from a support role to a strategic partner in the organization's success.

Ready to write your own success story? Let's explore how Oracle HCM Fusion can transform your HR operations.

## Take the Next Step in HR Innovation

Learn how you can achieve similar results for your organization. Get your complimentary consultation today.