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Enhancing User Experience with APIs on Oracle for a UK University

Case Study

An  RPG Company



Overview

Simple, cost-efficient data management

The client is a prestigious UK university and among the top 10 universities in the world. The client's routine HR & Payroll Oracle ERP system was difficult to navigate, impacting user experience and adding to cost, time, and effort. We created an API interface that sat on top of the university's existing Oracle EBS.

The intuitive, user-friendly experience platform offered single-pane access to update all HR-related information. We created smart APIs that used data efficiently, and the new component library and base for reusable design systems dramatically enhanced employee experience. As a result, the university notched excellent customer engagement scores.



Challenges

Cumbersome HR ERP interface

The client's existing front-end HR & Payroll ERP application was cumbersome and required the user to access at least five screens before addressing simple tasks such as leave application, updating personal details, and so on. Apart from scope for improvement in employee satisfaction, they were also facing certain challenges with costs and efficiency. For better user engagement, the HR system needed to deliver accelerated, seamless, and intuitive functioning.

They sought a renewed web app platform user could access across devices such as mobile, desktop, and tablet for HR & Payroll. The solution needed to support routine as well as special requests in a seamless manner.



Solution

Leveraging low code for efficient APIs

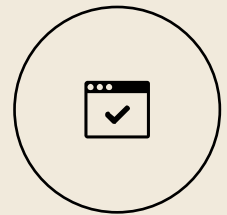
We leveraged the client's existing Oracle EBS system to build APIs, simplifying and streamlining the process. The APIs were built without impacting any existing functionalities of the system and by designing the front end as a completely new intuitive, interactive layer. They were designed to leverage data more efficiently, create a component library, and serve as a base for reusable design systems. All this was achieved through the Out Systems low-code platform which was developed along with EBS API implementation. Quality Assurance has been done via automated testing for the entire system to ensure seamless operability.



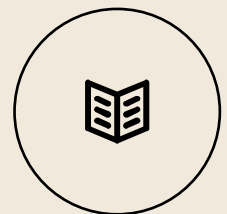
Impact

Faster processing, happy employees

We delivered a complete digital, cloud-native, progressive web app for mobile and handheld devices with self-service. Other key benefits included:



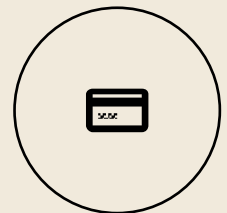
Simple, single-window interface for employees to update/modify personal data (address, bank details), view/download payslip and book annual leave resulted up to 98 percent faster processing



Enhanced university brand image with the new design library (component and styles for re-use, multi-channel) for an omnichannel experience



Improved customer engagement scores (4.7/5)



Up to 50 percent cost savings with low code, re-use of code, and leveraging of existing Oracle systems



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