

Apollo Hospitals Achieves Significant Automation & Efficiency in Performance Management with Oracle Cloud

Client Overview

Dr. Prathap C Reddy, renowned as the architect of modern healthcare in India, founded Apollo Hospitals in 1983. Apollo Hospital is the nation's first corporate healthcare provider and helped pioneer India's private healthcare revolution. It is also Asia's foremost integrated healthcare services provider and has a robust presence across the healthcare ecosystem, including hospitals, pharmacies, primary care & diagnostic clinics, and several retail health models. It has over 40,000 employees across 71 locations.

Project Summary

Apollo is investing heavily in new technologies, taking a giant leap forward into the world of cloud with the goal of a paperless HR. As part of this digital transformation, Apollo Hospitals is redefining its existing HR application to standardize, automate, and streamline its business processes. Apollo Hospitals partnered with Sierra-Cedar to implement Oracle HCM Cloud Performance Management System and Learning Management applications along with the integration of several 3rd party applications (Kronos, Med Mantra etc.). Following the successful implementation, Sierra-Cedar has been providing optimization services and ongoing production support for existing modules. Apollo and Sierra-Cedar teams are currently in the process of implementing Core HR, Oracle Recruiting Cloud, and other modules.

Objectives

- Standardize business processes and systems
- Automate the performance appraisal cycle
- Auto generated PMS letters having 25 different formats
- Incorporate a unique solution, provided by Sierra-Cedar, to avoid fake and/or duplicate letters using barcodes and digital signatures
- Track and facilitate e-Learning for doctors, nurses, and other employees
- Automate HR record-keeping, business processes, and HR letters

Results

Sierra-Cedar worked with Apollo Hospitals to implement and automate Performance Management System and Learning Management modules and streamline Core HR module in Oracle HCM Cloud. The work was completed within an aggressive timeline of four months. Apollo Hospitals realized the following benefits with this automation:

- Streamlined and stabilized HR process
- Automated process to generate over 30,000 PMS letters
- Streamlined the Learning process for doctors, nurses, and other employees
- Significantly enriched end user experience with best-of-breed, responsive user interface pages
- Improved efficiency through automated workflow approvals and notifications
- Enhanced reporting and analytics
- Integrated application data with significantly improved data integrity

From the Client



For the first time in the Indian Healthcare Industry, we could deliver end to end paperless PMS experience to our Apollo Family Members. The technical & functional competence of each & every member of the SCI team who worked with us is commendable. This was a complex assignment with short timelines. Even under pressure, the SCI team could execute the assignment to precision, with literally 100% accuracy.

I would also like to acknowledge the fast-paced implementation of Oracle Learning Cloud which went live on 1st July 2021, on the occasion of 'Doctors Day'.

We have realized more value from Oracle Cloud in the past 8 months with Sierra-Cedar compared to the past 8 years!

Thanks to the entire team for their commitment & hard work to make both the initiatives successful. Look forward to achieving similar success on implementing other modules as well and having a paperless & fully automated HR office.."

SV Kiran

Chief Human Resources Officer

Apollo Hospitals

Organization Overview

Industry: Healthcare

Location: India

Employees: 40,000

