Human Resource Analytics at Cricket Wireless

client

Cricket Wireless
Industry: Telecommunications
San Diego, CA USA
400 employees

technology

Oracle HR Analytics
Oracle E-Business Suite
Oracle Database
Oracle Business Intelligence
Enterprise Edition

Combining Oracle E-Business Suite with non-E-Business Suite Data

About Cricket Wireless
Cricket is a customer-focused company providing innovative mobile wireless services targeted to meet the needs of customers under-served by traditional communications companies.

Cricket has over 4 million customers in 35 of the top 50 US markets. Their revenue of over $1.7 billion in 2008 continues to grow at over 25% per year.

Challenges
The client's HR department was having a difficult time seeing all HR information in a single place. Payroll reporting was difficult as it was outside Oracle E-Business Suite (EBS). Self-serving and ad-hoc reporting made the business too dependent on Informational Technology.

Solution
KPI Partners implemented Oracle's HR Analytics solution sourced from Oracle E-Business Suite. Key project milestones included a custom organizational hierarchy and bringing business-critical customizations from Oracle E-Business Suite (EBS) into the Oracle BI Applications data warehouse.
In addition, non-EBS data was brought in from the ADP Payroll System to give HR users visibility into all HR data in a single dashboard.

Historical snapshots were created and loaded from 2005 to enable headcount trending on a monthly basis.