

How a National Retail Group Supported Workforce Management Across a Large Store Network

APPSolve supports Oracle HCM, third-party integrations and the rollout of Oracle Time and Labour across South African stores

Executive summary

A large South African value-retail group has strengthened workforce management across its national store network through the implementation and support of Oracle Human Capital Management. Headquartered in KwaZulu-Natal, the group operates a portfolio of apparel, homeware and related retail brands through more than 3,000 stores and employs over 32,000 people.

Managing a workforce of this size requires consistent processes across stores, support offices and other operations. Employee and labour information must move accurately between systems, while managers and HR teams need technology that can support day-to-day decisions across a widely distributed organisation.

APPSolve worked with the retailer on the implementation and support of Oracle HCM, including integrations between the platform and third-party systems used across the group. The engagement also included the rollout of Oracle Time and Labour to stores throughout South Africa, extending a common workforce-management capability across a large and geographically dispersed operating environment.

The project combined Oracle HCM expertise, integration support and an ongoing service model. Experienced resources, active management involvement and responsive assistance gave the retailer access to support as new requirements emerged during rollout and in operational use.

Challenges

A national store network creates a different set of workforce-management demands from a single-site organisation. Processes must work consistently across thousands of locations, but they also need to reflect the operational realities of retail, where staffing patterns, trading hours, approvals and local management responsibilities can vary from store to store.

The scale of the rollout increased the importance of configuration, governance and user readiness. Oracle Time and Labour had to be introduced in a way that supported a large employee population

without disrupting store operations. The retailer also needed a clear approach to access, organisational structures, approval workflows and the handling of workforce information across the group.

Integration was equally important. Oracle HCM formed part of a wider technology environment and had to exchange information with third-party systems. Any break in these interfaces could affect the flow of employee or time-related data and create additional work for HR, payroll, technology or store-management teams.

The group therefore needed a partner able to work across application functionality, integrations and support. The delivery model had to provide skilled resources for planned implementation work while remaining flexible enough to address ad-hoc requests, changing priorities and issues that might affect users in multiple locations.

Solution

APPSolve provided implementation and support services for Oracle HCM and the integrations connecting the platform with other systems in the retailer's environment. This positioned the HCM solution as part of a connected workforce-management landscape rather than a stand-alone application.

A central part of the engagement was the rollout of Oracle Time and Labour to stores across South Africa. APPSolve contributed the Oracle expertise required to extend the solution across the national network and worked with the retailer's internal teams to align the deployment with existing HR, technology and operational processes.

The integration scope helped ensure that relevant information could move between Oracle HCM and third-party platforms. Supporting both the application and its interfaces created clearer accountability and reduced the risk of issues being passed between unrelated providers before the correct source of a problem could be identified.

APPSolve remained involved after implementation activities, preserving knowledge of the configuration, integrations and rollout context. This continuity supported faster, more informed assistance when questions or new requirements arose and reduced the handover gap that can occur when project delivery and operational support are separated.

Management involvement formed an important part of the service model. The retailer had access to an escalation route for priorities and resource coordination, while APPSolve could bring the appropriate functional or technical skills into the engagement when additional assistance was required.

Implementation highlights

The rollout extended Oracle Time and Labour across stores throughout South Africa, making scale one of the defining features of the project. Delivery had to be coordinated across a large number of locations while maintaining a consistent approach to system configuration and support.

APPSolve also supported the integration of Oracle HCM with third-party systems used across the group. This broadened the engagement beyond application configuration and required attention to the way data moved through the wider HR technology environment.

Ongoing support gave the retailer continued access to people who understood the implementation and its operational context. Responsive handling of ad-hoc requests, backed by active management oversight, helped the service adapt as priorities changed and as users across the store network began working with the solution.

Results

The retail group established a supported Oracle HCM environment that extended Oracle Time and Labour across its South African store network and connected the platform with third-party systems. The result was a more coordinated foundation for managing workforce information across a large, distributed organisation.

The engagement also created continuity between implementation and ongoing support. The same partner could assist with HCM functionality, integration dependencies and unplanned requirements, giving internal teams a clearer route for obtaining specialist help.

APPSolve's resource quality, management involvement and responsiveness contributed to a trusted working relationship. The retailer retained access to additional assistance and advice as needed, rather than treating the rollout as a once-off technology deployment.