

■ **Industry:** Agriculture/Farming  
■ **Region:** USA

## Summary

By using Camptra Tech's Cloud Wiki, the customer was able to significantly reduce their HCM and IT related calls from the field by implementing this self-help solution. The customer increased multi-lingual communication and digital adoption by field workers by 75% and reduced system training needs.

## About

At the heart of the success of this multi-generational farming company, has been their fervent belief in their fundamental values and guiding principles. These values have been integrated into every aspect of the company, defining a clear path for integrity to flow throughout the organization.

## Results

- Camptra Cloud Wiki helped in directing new employees and rehires in the Oracle HCM Cloud solution
- Field-level help and videos were created and rolled out in both Spanish and English to direct the field in completing basic tasks such as address updates, and name changes, etc.
- Digital adoption of the Oracle HCM Cloud increased by 75% among the field workers
- Increase in efficiency and productivity through the use of embedded self-help throughout the application
- Multiple training sessions held for super users
- Significant reduction in phone calls to HQ

# Camptra Technologies



## Benefits Achieved

- Increased communication through multilingual self-help content
- Increased digital adoption with Field Staff
- Decreased system training needs
- Significant reduction in calls to HQ for repetitive questions
- Increased efficiency and productivity throughout organization due to embedded self-help



## Challenges & Objectives

- The client has a large percentage of employees that work out in the fields
- The client received multiple calls per week with repetitive questions relating to HCM related tasks
- Most field employees were not used to digital adoption and relied on paper and phone calls to communicate with HR and IT at HQ
- Substantial training needed to take place while employees were onboarding and offboarding increasing the time to be productive
- There was a need for both English and Spanish speaking HR support to be able to answers numerous HR questions

### Products:

Camptra Cloud Wiki

### Legacy Platform:

Oracle EBS

 +1 (877) 723-5474

 [info@camptratech.com](mailto:info@camptratech.com)

 1309 W. 15th Street, Suite 240, Plano, TX 75075, USA