

- **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, name changes, etc.
- Digital adoption of the Oracle HCM Cloud increased by 75% among the field workers
- Increase in efficiency and productivity through use of embedded self help all throughout the application
- Multiple training sessions held for super users
- Significant reduction in phone calls to HQ



Benefits Achieved

- Increased communication through multi-lingual 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


- Reiter has a large percentage of the population of employees that work out in the fields.
- Reiter was receiving multiple calls per week regarding the same questions relating to HCM related tasks.
- Most field employees were not used to digital adoption and relied on paper and phone calls to communicate to HR and IT at the headquarters.
- 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

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