Sikich Brings ERP, EPM and HCM Solutions Together for a Holistic Solution

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Sikich is a global company specializing in technology-enabled professional services. With more than 1,400 employees, Sikich draws on a diverse portfolio of technology solutions to deliver transformative digital strategies and ranks as one of the largest CPA firms in the United States. From corporations and not-for-profits to state and local governments and federal agencies, Sikich clients utilize a broad spectrum of services and products to help clients improve performance and achieve long-term, strategic goals.

The Challenge

Early on, the Sikich team knew their outdated systems needed a refresh, and by 2020 they were beginning to feel the strain of rapid growth and didn't have a modern infrastructure in place to support it. As they grew — both organically and through acquisitions — they found that working from three disparate Enterprise Resource Planning (ERP – Financials & Project Portfolio Management) systems, a non-integrated Human Capital Management (HCM – Human Resources (Core), Payroll, Talent Management and Workforce Management) system, and various disconnected organizational workflows was unsustainable — forcing an inevitable digital transformation.

The CPA business was using an industry-standard tax and accounting software, but it was not configured to align with Sikich's particular client and project management needs, and so it was inhibiting their ability to streamline workflows. On top of that, there was a separate third-party program for planning that had to be manually maintained; another on-premises/cloud HCM combo system for payroll; and an additional platform for managing expenses. On their own each of these worked, yet none of them were integrated satisfactorily which meant projects, data and communications were siloed. At the same time, each system needed massive

updates or simply had been set up to support a smaller organization than they had become. Altogether the use of these various systems and applications was slowing down day-to-day operations and inhibiting their ability to grow and scale.

Why Apps Associates?

It was becoming increasingly clear to the Sikich team that a modern, integrated cloud solution was likely to be the best fit for them. While in search of a way to consolidate, streamline and modernize, Apps Associates was suggested as a potential partner by a member of the Sikich Enterprise team, who had worked with Apps previously and who had maintained a good relationship with them. Additionally, as a trusted Oracle partner for over 20 years, Sikich was confident that Apps would have the expertise to guide them through the implementation.

Sikich enlisted Apps in early 2021 to help address the two main issues they were experiencing: their current HCM processes were limited and unable to provide enterprise-wide integrated solutions; and their current ERP processes did not allow them to share data with their HCM platforms. This gave rise to a host of persistent issues, such as inconsistent reporting; inefficient and manual processes that created a heavy administrative burden; and overall poor user experience as employees struggled to navigate the disparate workflows. Sikich felt moreover that their HCM and ERP challenges were intertwined and exacerbated each other, and therefore they should be addressed simultaneously with one solution. Apps was able to help introduce a whole suite of applications within one cloud-based platform to address

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all Sikich's issues concurrently, while setting them up to scale for future growth.

The Solution

Sikich essentially grew out of the products they were using, and so a complete overhaul was necessary for every aspect of their ERP and HCM tools. Oracle Fusion was the chosen solution. With system go-lives beginning in November of 2021 and continuing throughout the first quarter of 2022, Sikich and Apps implemented the Core HR, Onboarding Journeys, Benefits, Compensation, Talent Management, Time and Labor, Absence, and Payroll modules to create one unified system, replacing the onsite client server application they were previously using. As the phased implementation progressed, they rolled out more tasks and processes for HCM (Onboarding Journeys, Employee Self-Service, Time Entry by Business Function, etc.) and ERP (general ledger, account receivable, cash management, project management, accounts payable, etc.), along with

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consolidated reporting via Enterprise Performance Management (EPM and Oracle Cloud EPM Planning) across the four entities. This rapid phased approach allowed for optimal adoption and created one seamless solution for HR, Finance, Managers, and Employees. With all this in place, their accounting and payroll processes were dramatically simplified. Manual processes that used to take days now feature automation, including time entry management and reporting, project hour
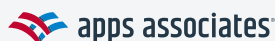
transfer, and leave of absence administration, all while improving accuracy and reducing risk. All of Sikich's manual ERP and HCM processes have been methodically replaced, allowing users to access everything they need – be it a paystub, benefit enrollment rate, or talent profile – all in one place.

Key Benefits & Results

Since beginning this implementation in 2021, Sikich has grown 30% larger as an organization, from fewer than 1,000 employees to over 1,400. The integrated multi-pillar Oracle Suite has been key to that growth and to improving employee retention. As the company continues expanding, this modern system will support them for years to come. Already the employee experience has vastly improved. First, managers and HR personnel can engage with new hires throughout the onboarding journey while simultaneously introducing them to all the vast system capabilities, ensuring a seamless user experience. This also continues throughout the lifecycle of the employee by providing them with new opportunities for training and development.

With this Oracle transformation, Sikich was able to give employees and administrative teams a best-in-class solution, address many of the pain points users were feeling, and create an all-in-one new system: "The HUB." Now consistent and accurate data can be shared between departments, risk is reduced with security improvements and integrated process design, and cross-team collaboration is not only possible but drastically improved. From time collection to time off management, these connected systems provide full cycle administrative relief across ERP and HCM. Oracle Fusion Cloud has allowed Sikich to optimally approach their bright future.

About Apps Associates

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Apps Associates is a premier enterprise application advisory services leader with a customer-first focus. For more than two decades decision makers have turned to Apps Associates for end-to-end strategic counsel, system integration and the services required to solve their most complex business and digital transformation challenges—applying expansive expertise in data and analytics, application modernization, automation, digital systems, operation and change management.

To learn more about how Apps Associates can help align your business with the right technology, visit: www.appsassociates.com, or follow Apps Associates on social media on Twitter and LinkedIn.