

Gartner Magic Quadrant for Cloud HCM Suite

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1 Gartner Magic Quadrant for Cloud HCM Suites for 1,000+ Employee Enterprises 23 October 2024

1.1 Complete document:

<https://www.gartner.com/doc/reprints?id=1-2J5XFWKW&ct=241023&st=sb>

1.2 Extract:

Magic Quadrant for Oracle Cloud HCM Suite

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The cloud HCM suite market is poised for a transformative shift that will drive productivity and decision-making improvements. With GenAI innovations in conversational UI, suite vendors have invested in actionable insights elevating the experience for employees, managers and HR technology leaders.

1.3 Oracle

Oracle is a Leader in this Magic Quadrant. Oracle Fusion Cloud HCM was launched in 2012 as a unified part of Oracle Fusion Cloud Applications. Gartner estimates that Oracle Cloud HCM has over 4,200 customers; it is sold to midsize and large enterprises worldwide. While the solution primarily targets organizations with up to 15,000 employees, it is used by customers with under 500 employees to those with 750,000+ employees.

Oracle piloted several HCM GenAI capabilities in 2023 and made them generally available in 2024. The vendor has also expanded the use of AI across the suite including reporting and analytics aiming to deliver proactive, automated insights. All of Oracle's customers are deployed in the public cloud (managed by the vendor).

In 2024, Oracle continued to enhance Oracle Grow, which aims to foster employee development by combining learning, skills and career mobility, as well as recommending managers' upskilling, career growth and mentorship opportunities for their direct reports.

1.3.1 Strengths

Prehire talent management: Oracle received the highest ratings in this research for both recruitment and onboarding. The candidate experience applies AI to drive dynamic tagging of candidates, create automated talent pools and drive messaging campaigns. The solution suggests jobs to candidates based on their browsing data and provides immediate feedback on their fit. Onboarding is supported by Oracle Journeys, which can track activities across the HCM suite or external sites.

1.3.2 Product maturity and innovation

Oracle received the highest ratings in innovation among all vendors. The vendor is often ahead of the curve in investments in analytics, skills, frontline manager experience and managerial burnout indications. Oracle Analytics uses natural language to turn analytics into text or create audio summaries of insights.

Applied AI vision: Oracle continues to invest in embedding GenAI across the suite. The flexibility in incorporating a bring-your-own GenAI model in the architecture positions Oracle ahead of the competition in its approach to leading innovation with AI.

Cautions

1.3.3 Payroll legislative support

Oracle Fusion Cloud HCM's payroll provides localization and legislative support for 12 countries. An additional 48 countries are supported through Oracle Payroll Core, which offers localization via partners. In the latter scenario, customers must manage legislative support and updates directly or through an Oracle partner. Prospective customers should evaluate the viability of these partners to ensure consistent service.

Workforce scheduling: Oracle continues to enhance the workforce scheduling function and shorten the gap with other Leaders. However, it needs to prove its commitment to enhanced breadth and depth with greater adoption across complex industry verticals.

1.3.4 Hybrid cloud customers

Oracle has a large customer base in public sector organizations, especially in MENA, that have deployed a hybrid cloud. Those organizations should carefully map business requirements to Oracle's capabilities and seek change management support from the vendor to minimize disruption while migrating to Oracle Fusion Cloud HCM.