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How Oracle AI for HCM stands out against Workday, SAP SuccessFactors, and ServiceNow

Oracle Fusion Cloud HCM brings AI features directly into HR workflows, helping teams work smarter and deliver better experiences. By assisting with tasks like talent management, skills development, recruiting, and employee support, AI enables your workforce to work more efficiently and make faster decisions.

Unlike many other HR solutions that have extra setup or add-on costs, Oracle's built-in generative AI and AI agents are available from day one and work seamlessly across all key HR functions. See the comparisons below to explore how Oracle AI for HCM measures up against other solutions.

● Available   ◑ Mostly available   ◐ Incomplete offering   ◕ Partially available   ○ Not available

Business advantage	Oracle	SAP SuccessFactors	Workday	ServiceNow
Optimized LLMs included	●	Extra cost [i]	Extra cost [ii]	Potential extra costs required with bring your own model [iii]
AI agents delivered at no additional cost	●	Extra cost [iv]	Extra cost [v]	Requires Professional Plus or Enterprise Plus license, and any possible additional consumption costs [vi]
Embedded GenAI & AI Agents across HR, Talent Management, Workforce Management, Payroll, and Employee Experience	●	◕ [vii]	◕ [viii]	◕ [ix]
Custom AI includes premium LLMs (OpenAI, Gemini)	●	◕ [x]	◐ [xi]	◐ [xii]
Vendor offers the option to have all data remain in their cloud	●	○ [xiii]	○ [xiv]	◐ [xv]
Single security model for AI and apps	●	◐ [xvi]	◐ [xvii]	◐ [xviii]
Built-in credential store for external data	●	◐ [xix]	○ [xx]	○ [xxi]
Productized AI testing and validation*	●	◐ [xxii]	○ [xxiii]	● [xxiv]
Built-in AI agent development tools	●	◐ [xxv]	◐ [xxvi]	◑ [xxvii]
Included vector store for retrieval augmented generation (RAG)	●	● [xxviii]	○ [xxix]	◑ [xxx]
Agentic AI embedded knowledge store	●	◕ [xxxi]	◕ [xxxii]	◕ [xxxiii]
Requires separate data cloud	No	Yes [xxxiv]	Yes [xxxv]	Yes [xxxvi]
AI agent data write-back integration**	●	◐ [xxxvii]	○ [xxxviii]	○ [xxxix]

*Refers to testing of AI, not testing of application capabilities using AI

** This describes the ability of AI agents to perform bidirectional data interaction: they can ingest and analyze data from multiple systems and subsequently execute transactions autonomously in write-back operations—such as updating or modifying data—across those systems or interconnected platforms based on their analytical outcomes and decision logic. Oracle AI agents, embedded within the application suite, inherently provide this write-back functionality as a standard feature.

Oracle AI agents can write back transactions to Fusion Applications. Oracle's AI agents are natively embedded within Oracle Fusion Cloud Applications and are designed to automate business processes, assist with transactions, and directly interact with application data. https://www.oracle.com/applications/fusion-ai/ai-agents/

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