



BlueCross BlueShield  
of Kansas City  
An Independent Licensee of the  
Blue Cross and Blue Shield Association

Blue Cross and Blue Shield of  
Kansas City  
Kansas City, MO  
www.bcbskc.com

#### Industry:

Healthcare

#### Annual Revenue:

\$1.4 billion

#### Employees:

1,030

#### Oracle Products & Services:

PeopleSoft Enterprise Human  
Capital Management  
PeopleSoft Enterprise Learning  
Management  
PeopleSoft Enterprise Financial  
Management  
PeopleSoft Enterprise Portal

#### Implementor:

Oracle Consulting Services

**“Expanding self-service options for our employees was a big priority—the new Oracle applications have helped us address this need, enabling our staff to focus on other responsibilities.”** – Kevin Sparks, VP, CIO, Blue Cross and Blue Shield of Kansas City

## Blue Cross and Blue Shield of Kansas City Expands Self-Service Human Resources Capabilities

Blue Cross and Blue Shield of Kansas City—the largest not-for-profit health insurer in Missouri and the only not-for-profit health insurer in Kansas City—has been part of the Kansas City community since 1938. The organization provides health coverage to more than 886,000 residents in the greater Kansas City area and Northwest Missouri. Blue Cross and Blue Shield of Kansas City is an independent licensee of the Blue Cross and Blue Shield Association.

### Challenges

- Replace legacy human resources system with more robust application platform to increase scalability and functionality
- Integrate learning records held in multiple databases with human resources system to eliminate redundancy and improve reporting accuracy
- Improve self-service human resources capabilities to minimize paper-based processes and unnecessary data entry

### Solution

- Replaced legacy human resources software with Oracle’s PeopleSoft Enterprise Human Capital Management and Oracle’s PeopleSoft Enterprise Learning Management to eliminate data redundancies and improve reporting accuracy
- Provided self-service capabilities to employees, streamlining personnel updates and allowing users to identify and enroll in available courses without relying on learning administrators
- Implemented Oracle’s PeopleSoft Enterprise Financial Management and integrated it with the human resources applications to gain visibility into critical business information and improve operational efficiency
- Worked with Oracle Consulting Services to implement PeopleSoft Enterprise Learning Management on time and on budget