

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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ⁱ Borner, Mathis and Sohrabi-Jahromi, Salma, “LLM Fine-Tuning,” 10 July 2024, *Technology Blog Posts by SAP*, <https://community.sap.com/t5/technology-blog-posts-by-sap/llm-fine-tuning/ba-p/13756821>

ⁱⁱ Rana, Anurag, “Workday’s Nuanced Approach to AI Integration,” 26 March 2025, *Bloomberg*, <https://www.bloomberg.com/news/audio/2025-03-26/workday-s-nuanced-approach-to-ai-integration-tech-disruptors> and Szkutak, Rebecca, “Workday Launches a Platform for Enterprises to Manage All of Their AI Agents,” 11 February 2025, *TechCrunch*, <https://techcrunch.com/2025/02/11/workday-launches-a-platform-for-enterprises-to-manage-all-of-their-ai-agents-in-one-place/>

ⁱⁱⁱ “Financial Analyst Day 2025,” 5 May 2025, *ServiceNow*, <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/other-document/servicenow-financial-analyst-day-2025.pdf>, ServiceNow has pivoted toward a new “any” strategy which allows for customers to pay LLM, they would bring their own and correspondingly would be responsible for additional costs

^{iv} “SAP Business AI Packages and Pricing,” Accessed 2 June 2025, *SAP*, <https://www.sap.com/products/artificial-intelligence/pricing.html>

^v “Workday from the Morgan Stanley Technology, Media & Telecom Conference,” 4 March 2025, Morgan Stanley, https://event.webcasts.com/starthere.jsp?ei=1708013&tp_key=ce47c6fd2a&tp_special=8

^{vi} Dignan, Larry, “ServiceNow Yokohama Release Ups AI Agent Game,” 12 March 2025, *Constellation Research*, <https://www.constellationr.com/blog-news/insights/servicenow-yokohama-release-ups-ai-agent-game>

^{vii} “AI Use Cases?” Accessed 6 June 2025, *SAP*, <https://www.sap.com/products/artificial-intelligence/use-cases.html>

^{viii} “HiredScore,” Accessed 2 June 2025, *Workday Marketplace*, <https://marketplace.workday.com/en-US/apps/421790/hiredscore/overview>, Workday only has two generally available AI agents for HCM

^{ix} “Now Assist for HR Service Delivery,” 4 March 2025, *ServiceNow Documentation*, <https://www.servicenow.com/docs/bundle/yokohama-employee-service-management/page/product/human-resources/concept/now-assist-hrsd.html>, ServiceNow is not a full HCM suite and correspondingly does not have a wide spectrum of generative and agentic AI use cases

^x Giacomo, Lee, “The SAP HCM Roadmap,” 4 November 2024, *ERP Today*, <https://erp.today/the-sap-hcm-roadmap-wechat-microsoft-and-no-ai-agents/>, SAP AI is more discreet, not pointing at a public OpenAI-type model

^{xi} Bersin, Josh, “Why I’m Bullish on Workday: News from the Innovation Summit,” 19 April 2024, *Josh Bersin*, <https://joshbersin.com/2024/04/why-im-bullish-on-workday-again-the-innovation-summit/> and “Workday’s Nuanced Approach to AI Integration”

^{xii} “Financial Analyst Day 2025”, Any LLM is possible as long as customer brings their own

^{xiii} Ghoshal, Anirban, “SAP Teams Up with Alibaba to Host Cloud ERP Workloads in China,” 28 May 2025, *CIO*, <https://www.cio.com/article/3997033/sap-teams-up-with-alibaba-to-host-cloud-erp-workloads-in-china.html> and “Location of Data Centers Utilized for SAP Cloud Services,” December 2024, *SAP*, <https://www.sap.com/docs/download/agreements/product-use-and-support-terms/cls/en/list-of-data-centers-for-sap-cloud-services-english-v.12-2024.pdf>

^{xiv} Evans, Bob, “Workday Goes Public Cloud with Google, AWS-Also Add, Oracle, Microsoft?” 27 June 2024, *Cloud Wars*, <https://cloudwars.com/cloud/workday-goes-public-cloud-with-google-aws-also-add-oracle-microsoft/>

^{xv} “Financial Analyst Day 2025,” ServiceNow has its own cloud as an option as well as other hyperscalers, but it is not the system of record so the other apps it integrates with would be using other clouds

^{xvi} “Overview of SAP SuccessFactors,” 1 April 2025, *Microsoft Learn*, <https://learn.microsoft.com/en-us/viva/learning/sfsf-introduction>, Microsoft Viva is required for generative AI functionality in SAP SuccessFactors, it’s a different company and data model

^{xvii} “Workday Compliance,” Accessed 31 July 2025, *Workday*, <https://www.workday.com/en-us/why-workday/trust/compliance.html>, Inconsistent security certifications across different HCM apps, including those which provide AI functionality

^{xviii} “Q1 2025 ServiceNow Earnings Conference Call,” 23 April 2025, *ServiceNow*, <https://events.q4inc.com/attendee/394574978>, Mentioned that it did not plan to re-platform Moveworks and Logik.ai and “Logik.ai Enterprise Trust & Security,” Accessed July 2025, *Logik.ai*, <https://www.logik.io/security-iso>, Logik.ai has its own security model for its apps

^{xix} “SAP Credential Store,” Accessed 2 June 2025, *SAP*, <https://www.sap.com/products/technology-platform/credential-store.html>, SAP Credential Store service provides a secure repository for passwords and keys to applications that are running on the SAP Business Technology Platform, but that serves more to extend and integrate with SAP SuccessFactors, not inclusive of the whole

^{xx} “Workday Security and Data Privacy,” Accessed 6 June 2025, *Workday*, <https://www.workday.com/content/dam/web/se/documents/datasheets/datasheet-workday-security-se.pdf>, Workday’s security and data privacy strategy does not mention its credential store and “Creating an External Client Credential Store,” Accessed 6 June 2025, *Hyland*, <https://support.hyland.com/r/Current/Hyland-for-Workday/hks1727541024230>, Workday uses an external credential store but not for AI

^{xxi} “External Credential Storage,” 29 January 2025, *ServiceNow Documentation*, https://www.servicenow.com/docs/bundle/yokohama-platform-security/page/product/credentials/concept/c_ExternalCredentialStorage.html, ServiceNow depends on partners for external credential storage

^{xxii} Charan, Ameer, “Agentic AI: Transforming SAP for the Future,” 8 May 2025, *HCL Tech*, <https://www.hcltech.com/blogs/agentic-ai-transforming-sap-for-the-future>, One of the key challenges is how to make AI-powered capabilities work smoothly with SAP’s current ecosystem, i.e. integration, and “Agentic AI Evaluation: Observability, Traceability & Metrics That Matter,” 14 May 2025, *SAP Community*, <https://community.sap.com/t5/technology-blog-posts-by-sap/agentic-ai-evaluation-observability-traceability-amp-metrics-that-matter/ba-p/14056316>, Outside tools are often needed to make AI testing working

^{xxiii} “Automate Workday Testing in Hours,” Accessed 6 June 2025, *Opkey*, <https://www.opkey.com/workday-automation>

^{xxiv} Paul, Dipam, “An Enterprise-Grade Approach to AI Testing,” 2 May 2025, *ServiceNow*, <https://www.servicenow.com/blogs/2025/enterprise-grade-approach-ai-testing>

^{xxv} Bown, Brenda, “Joule Agents: How SAP Uniquely Delivers AI Agents that Truly Mean Business,” 13 February 2025, *SAP News Center*, <https://news.sap.com/2025/02/joule-sap-uniquely-delivers-ai-agents/>, SAP SuccessFactors does not offer a traditional, standalone “AI development tool” in the sense of a low-code/no-code platform for building and deploying custom AI models directly within the suite, though it is offered in Joule which integrates with the suite

^{xxvi} “Workday Acquires Flowise, Bringing Powerful AI Agent Builder Capabilities to the Workday Platform,” 14 August 2025, *PR Newswire*, <https://www.prnewswire.com/news-releases/workday-acquires-flowise-bringing-powerful-ai-agent-builder-capabilities-to-the-workday-platform-302530557.html>, The Flowise platform is a bolted-on acquisition, not built into the Workday platform

^{xxvii} Edmonds, Mike, “Deploy AI Agents in Customer Success on the ServiceNow AI Platform,” 7 May 2025, *ServiceNow Community*, <https://www.servicenow.com/community/technology-articles/deploy-ai-agents-in-customer-success-on-the-servicenow-ai/tap/3256705>, ServiceNow has an AI agent development tool, but it’s not built into the apps in the system of record

^{xxviii} “Unlocking the Power of Retrieval Augmented Generation in AI,” 6 November 2024, *SAP Community Blogs*, <https://community.sap.com/t5/artificial-intelligence-and-machine-learning-blogs/unlocking-the-power-of-retrieval-augmented-generation-rag-in-ai-a-game/ba-p/13923299>

^{xxix} “Announcing Workday Illuminate, The Next Generation of Workday AI,” 17 September 2024, *Workday*, <https://investor.workday.com/2024-09-17-Announcing-Workday-Illuminate-TM-The-Next-Generation-of-Workday-AI>

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- xxxi “SAP Sapphire Innovation Guide 2025,” Accessed 5 August 2025, SAP, <https://www.sap.com/events/sapphire/innovation-guide/ai.html>, SAP SuccessFactors will not have its first agent available until Q4 2025, and “Joule Agents: How SAP Uniquely Delivers AI Agents that Truly Mean Business,” Joule, which included Joule Studio, is not an embedded component
- xxxii “Workday Agents Marketplace,” Accessed 5 August 2025, *Workday*, <https://marketplace.workday.com/en-US/pages/agents#amplify-talent>, All available Workday agents are based on acquisitions
- xxxiii “ServiceNow Workflow Data Fabric,” Accessed 5 August 2025, *ServiceNow*, <https://www.servicenow.com/standard/resource-center/solution-brief/sb-workflow-data-fabric.html>, An embedded knowledge store is a core architectural element that provides agentic AI systems with access to both short-term and long-term memory. Because ServiceNow is not the system of record and frequently relies on how it complements other applications, its knowledge store cannot be considered fully embedded. This shows the technology needed to pull together all the disparate apps
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- xxxvi “RaptorDB,” A separate data cloud is required to administer AI and analytics
- xxxvii “The Definitive Guide to Connecting SAP SuccessFactors with SAP Datasphere,” 1 November 2024, *SAP Community*, <https://community.sap.com/t5/technology-blog-posts-by-members/the-definitive-guide-to-connecting-sap-successfactors-with-sap-datasphere/ba-p/13923819>, Because SAP Datasphere and SAP SuccessFactors are inherently disconnected, connecting them is a complicated process, and “Ensuring Data Consistency in the Extracting of SuccessFactors Data to SAP Datasphere,” 26 February 2025, *SAP Community*, <https://community.sap.com/t5/technology-blog-posts-by-members/ensuring-data-consistency-in-the-extraction-of-successfactors-data-to-sap/ba-p/14025527>, Accuracy issues complicate whether SAP Datasphere receives accurate data, further making any write-back capabilities less possible
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