

A blue-tinted photograph of three men in an office setting. One man is leaning over a desk, looking at a computer screen. Two other men are sitting at the desk, also looking at the screen. The scene is brightly lit, and the overall mood is professional and collaborative.

# HCM

## Customer References

# Turn HR into a strategic advantage

Increasing business profitability is a significant challenge in today's marketplace. You've attacked cost control in supply chain, inventory, and other areas. You've increased efficiency by automating key processes. Yet chances are that your attempts to optimize your most valuable asset—your people—haven't directly influenced your business results as you'd hoped they would.

Why is strategic HR so hard to achieve? For most businesses, it comes down to resources and technology.

According to analyst reports, the typical HR generalist spends up to 70% of the business day performing administrative tasks. It's hard to be strategic when it's all you can do to keep up with day-to-day requirements. On the technology side, you likely have a variety of in-house or outsourced point solutions that are fragmented and disconnected, obscuring the bigger picture. Or systems may be constrained by the requirements of an inflexible ERP system. All together, these roadblocks make change difficult.

With Infor® HCM, you get the tools to transform HR into a strategic force for your business. Infor HCM closes gaps between systems and aligns your processes to your business goals. With a complete view, your people can clearly see what they need to do to make an impact. Essential tools and information are within easy reach.

Good things happen when access to information converges with business insight. Leaders make more informed decisions. Compliance is better managed and risk is reduced. Employees are energized by their work and empowered to be more productive. As your organization becomes more agile, connected, and effective, your company can realize a higher rate of return from your people.

That's strategic HR in action.



# Presbyterian Healthcare Services seeks to match talent with culture with Infor Talent Management

## Organization profile

Presbyterian Healthcare Services (PHS) is a private, not-for-profit healthcare system in New Mexico. It owns and operates eight hospitals in seven communities, and also operates Presbyterian Health Plan.

**700**  
providers

**10,000**  
employees

## Challenges:

- Multiple disparate systems make it difficult to reference a single information source for decision making throughout the employee lifecycle
- Blending job accountabilities with positions in a useful way is expensive and error-prone
- Systems lack uniformity for modeling and processing leader-driven merit or market awards
- HR team spends too much time manually managing talent acquisition and incentive programs rather than on more strategic activities
- Outdated technology includes high costs for ongoing maintenance
- Onboarding process creates a longer time to productivity for new employees
- Manual succession planning process for select positions lacks data to comparatively assess employees against one another and against specific positions
- Lack of tracking for more than 5,000 volunteers through the PHS system leads to potential security and compliance issues

## Solution:

### Infor Talent Management

## Goals and objectives:

- Standardize HR applications on a single platform to reduce HR interfaces and required support, and gain a single source of truth from accurate, real-time data
- Unify systems to drive high performance, increase employee career opportunities, and standardize merit and market awards
- Decrease expense and errors by incorporating job accountabilities with positions
- Reduce manual processes so HR staff can focus on higher value added activities
- Support PHS’s “Best Place to Work” initiative to retain high-potential employees
- Engage leaders in start-to-finish talent management process for all employees
- Improve compliance reporting
- Incorporate, track and report non-employee activity throughout the system



We needed to take a holistic approach to our entire HR system in order find, develop and retain employees best suited to our unique culture of care at Presbyterian Healthcare Services. Infor offers a flexible solution that depends on science-driven technology that is best suited to our needs.”

**Becky Rafferty, Compensation and HRIS Director**  
Presbyterian Healthcare Services



## Kellogg Company ensures data reliability with Infor HR Service Delivery

### Organization profile

Kellogg Company produces cereal and convenience foods, including cookies, crackers, fruit-flavored snacks, frozen waffles, and vegetarian foods. The company's many brands include Corn Flakes, Keebler, Morningstar Farms, and Famous Amos. Based in Battle Creek, Michigan, Kellogg manufactures products in 18 countries and markets them in more than 180 countries.

### Challenges:

- Provide more reliable human capital data, particularly across country borders
- Eliminate highly customized system with one that would automate and leverage talent across the businesses
- Implement an easy-to-use employee and manager self-service system

### Solution:

## Infor HR Service Delivery

### Benefits:

- Gained confidence in human capital data reliability, allowing management to make better decisions
- Automated processes and standardized policies, improving business growth opportunities
- Improved the efficiency and simplicity of HR processes, saving significant costs
- Achieved a high satisfaction rate among employees
- Used the solution to maintain a caller program with no more than a 30-second wait, and less than a 5% caller abandonment rate; continue to exceed a first-call resolution goal of 50% by delivering 60% to 70%, and exceed a first-day resolution goal of 60% by delivering 75% or higher
- Implemented a central, comprehensive system that includes benefits and pay information, time recording, performance management, succession management, career development, compensation planning, employee and manager self-service, and a central multi-lingual service center



After Kellogg acquired several companies, the employee benefit and policy platform became so complex that we needed a nimble system—Infor HR Service Delivery—to move as fast as the business. We're now confident in the accuracy of our human capital data and have seen great improvement in employee satisfaction.”

**Anne Paterra, Senior Director, HR Shared Services**  
Kellogg Company



## Texas Scottish Rite Hospital for Children improves processes with Infor

### Organization profile

Texas Scottish Rite Hospital for Children is a world leader in the treatment of pediatric orthopedic conditions. The hospital has treated more than 235,000 children since its inception, with more than 40,000 clinic visits each year.

**40,000**

clinic visits  
each year

**16**

orthopedic surgeons

**25**

physicians

**800**

FTEs

**800**

volunteers

### Challenges:

- Compensation, performance, and many other HR tasks are handled manually
- HR staff spends too much time on non-strategic activities

### Solution:

Infor Global Human Resources  
Infor Talent Management

### Benefits:

- Reduced redundancies and administrative work so HR team can focus on more critical activities
- Simplified processes throughout the organization and made day-to-day activities more efficient
- Established a long-term partnership with Infor to allow Texas Children's to focus on patient care
- Developed a single source of information about talent, obtained accurate workforce counts, and gained a better understanding of how talent can support key business strategies

“

The transparency that Infor has provided our organizations has transformed our HR function. Providing employees with self-service capabilities to answer almost any question they might have as it relates to HR has allowed our teams to focus on more critical tasks.”

**Keiko Pittman, HRIS Analyst**

Texas Scottish Rite Hospital for Children



## Mohegan Sun empowers employees with Infor HR Service Delivery and Infor Infinium Self Service

### Organization profile

Mohegan Sun, owned by the Mohegan Tribal Gaming Authority, is one of the largest, most distinctive entertainment, gaming, and shopping destinations in the US. Situated on 185 acres in southeastern Connecticut, Mohegan Sun is within easy access of New York, Boston, Hartford, and Providence.

### Challenges:

- Reduce manual and paper processes
- Minimize visits and calls to HR by giving employees 24/7 access to consistent, accurate data HR policies, benefit plans, and government regulations
- Offer improved overall customer service for employees

### Solution:

Infor HR Service Delivery  
Infor Infinium® Self Service

### Benefits:

- Eliminated paper and reduced manual processes with their inherent errors, providing concise, accurate, and consistent information to employees via a 24/7 portal that they can access from anywhere
- Reduced the HR administrative workload and costs, allowing staff to focus on more strategic activities
- Gained 90% positive feedback from employees after a fast implementation, resulting in an accelerated timetable to implement manager self-service capabilities as the next phase
- Demonstrated ROI to senior management through process improvement and happier front-line employees delivering better customer service to business patrons

“

We needed to get HR out of the paper-pushing business, and back to doing what HR does best: planning the resources we need to succeed and grow. We wanted all employees to have easy access to consistent information, whenever they needed it.”

**Jeffrey R. Hamilton, VP of HR**  
Mohegan Sun

## Penn State Milton S. Hershey Medical Center overhauls HR with upgrade of Infor Global Human Resources

### Organization profile

Penn State Milton S. Hershey Medical Center is a 551-bed, Level I regional trauma center. As Central Pennsylvania's only academic medical center and home to Penn State Hershey Children's Hospital and Penn State College of Medicine, the organization is a resource for the most complex adult and pediatric cases. Its workforce comprises 10,000 employees servicing a network of 10 medical facilities.

**551**

beds

**Level 1**

regional trauma  
center

**10,000**

employees

**10**

medical facilities

### Challenges:

- Lack of insight in evaluating employment functions
- Unable to close gaps in employment functions
- Unable to scale information and analytics to match the organization's current and future growth

### Solution:

Infor Global Human Resources  
Infor Payroll  
Infor Talent Management

### Benefits:

- Increased efficiencies and lowered costs for everyday HR activities with state-of-the-art HR technology
- Helped attract and retain the right employees with talent management to span the employee lifecycle

“

Having processes in place that streamline transactional processing is important. This frees our team up to be able to go out and really manage our human capital.”

**Lisa Abbott, Chief Human Resources Officer**  
Penn State Milton S. Hershey Medical Center



“

We don't want to build huge programs; we just need to produce highly effective, impactful development materials. With Infor HCM Learning Management, we can now do this by creating, deploying, and tracking everything in one system—all at a reasonable cost.”

**Techtronic Industries Company Ltd.**





## Gables Residential retains top-quality employees with Infor Talent Science

### Organization profile

Gables Residential is a vertically integrated real estate company specializing in the development, construction, ownership, acquisition, financing, and management of multifamily and mixed-use communities. It owns, develops, and manages communities in high growth markets throughout the United States including Atlanta, Austin, Boston, Dallas, Denver, Houston, South Florida, Southern California, and metropolitan Washington, D.C.

### Challenges:

- Identify strong candidates as early as possible in the hiring process
- Assess incumbents in target positions to align cognitive ability and relevant behaviors to job-related performance metrics
- Provide a predictive benchmark to identify candidates likely to match or exceed productivity of incumbents

### Solution:

Infor Talent Science™

### Benefits:

- Sustained long-standing success by hiring and retaining experienced and dedicated team members who offer superior market knowledge and customer service expertise
- Slashed turnover by more than 59% over a 19-month period among employees hired using the Infor Talent Science assessment tool versus other hires made over the same period
- Identified desired behavioral traits to lower termination rates and retain professionals who become long-term assets



For leasing professionals, we had just under 60% reduction in turnover, which is pretty substantial, especially when it's your highest turnover position."

**Philip Altschuler, SVP HR**  
Gables Residential



## Express Scripts reduces turnover by 39% with Infor Talent Science

### Organization profile

Express Scripts®, a Fortune® 150 company headquartered in St. Louis, provides pharmacy benefit management services and has made the use of prescription drugs safer and more affordable since 1986.

Thousands of managed-care organizations, large employers, insurance carriers, third-party administrators, labor unions, and municipal and state governments rely on Express Scripts for innovative solutions to manage pharmacy-benefit costs and enhance their members' quality of care.

### Challenges:

- Find a better way to identify, hire, and retain quality customer care representatives
- Improve representative services for patients, physicians, and benefit plan administrators
- Plan career paths for representatives who demonstrate motivation and help drive success

### Solution:

Infor Talent Science

### Benefits:

- Streamlined the recruiting and hiring process
- Enhanced shoppers' experience in stores by staffing with employees who are a better fit
- Decreased overall turnover among hourly associates by 41.9% for hires made using Infor Talent Science (compared to those hired through traditional means)



We've seen recruiter productivity increase because they're now spending less time on candidates they would have previously spoken to without the tool. Overall, it's had a positive impact on reducing our turnover."

**Kristi Robinson, Vice President**  
Talent Acquisition, Express Scripts



## Posti saves through better scheduling with Infor Workforce Management

### Organization profile

Posti Group offers postal and logistics services, e-commerce services and financial management outsourcing services. The company assists organizations with selling and marketing, delivery, and invoicing, and operates in Russia and 10 countries in Europe. In Finland, its home base, Posti's key mission is to provide daily mail services throughout the country. Almost 17,000 mail carriers and sorters ensure the delivery of all postal items to Finland's 2.5 million households. Posti also provides early-morning newspaper delivery.

### Challenges:

- Reliably deliver mail and early-morning newspapers to 2.5 million households in Finland, five days a week
- Schedule all employees to comply with Finland's complex employee and holiday entitlement program and union rules
- Successfully compete in the deregulated European postal market

### Solution:

Infor Workforce Management

### Benefits:

- Streamlined labor processes and eliminated bad practices
- Reduced understaffing and overstaffing through managers' ability to see the workload and accurately plan schedules, and see the results to make adjustments
- Achieved considerable savings from more accurate calculation of employee pay—done automatically with custom, plug-in forms
- Optimized planning, forecasting, and scheduling for high volumes of staff within complex union rules and state regulations
- Gained more time for supervisors to focus on productive, fulfilling, and value-add activities
- Acquired real-time reporting that helps managers make better decisions more quickly
- Automated a complete set of complex pay terms and conditions resulting in reduced pay errors and issues, greater adherence to working time rules, and reduction in unnecessary overtime and premium work



Volume-based planning is our major issue, and we wouldn't have been able to implement it without Infor Workforce Management."

**Mari Hirvonen, Development Manager**

Posti



## Techtronic Industries enhances revenue and profitability with Infor Learning Management

### Organization profile

Founded in 1985 and listed on the Hong Kong Stock Exchange since 1990, Techtronic Industries Company Ltd. (TTI) is a world-class manufacturer of high-quality consumer, professional, and industrial products focused on the home improvement, hardware, and construction industries. TTI's portfolio brands includes Hoover®, Dirt Devil®, Milwaukee®, Aeg®, Ryobi®, and Homelite®. With total revenue approaching \$4 billion (US), TTI is committed to continual improvement and innovation.

### Challenges:

- Ensure employees are properly educated and proficient in key operational areas, such as the handling of returned goods
- Increase revenue and improve savings
- Demonstrate the tangible contribution of training and development initiatives to achieve corporate objectives
- Create and deliver training materials quicker, and reduce training cost
- Implement processes to track the usage of development collateral
- Increase the number of employees participating in learning programs

### Solution:

## Infor Learning Management

### Benefits:

- Enhanced employee proficiency and provided widespread operational advances
- Reduced the cost of classroom training, recouping the complete investment in the training program initiative
- Increased revenue by hundreds of millions of dollars and elevated profitability; 20% of the improvements were attributed to training activities
- Reduced the rate of returned goods by 45%, which represents a savings of \$35 million (US) over a two-year period
- Grew market share and improved profitability with increased sales, reduced costs, and enhanced operational efficiencies
- Created and delivered training material faster with more efficient processes
- Successfully connected every employee to training efforts and monitored individual participation across the company



Infor Learning Management has allowed us to directly contribute tens of millions of dollars in revenue to the company, but I feel that the single greatest impact is the training department's ability to help every employee to do their job better and with greater satisfaction.”

**Matt DeFeo, Vice President of Leadership Development**  
Techtronic Industries Company Ltd.



## MultiCare Health System Delivers Better HR Service with Infor

### Organization profile

MultiCare is a not-for-profit healthcare organization with a comprehensive network of services throughout Pierce, South King, Thurston, and Kitsap Counties in Washington. It provides hospital, clinic, primary care, emergency, and urgent care health services.

**5**

acute-care hospitals

**130+**

locations

**237,905**

ER visits annually

**451,999**

physician visits

**10,000+**

employees

**1,000+**

physicians

### Challenges:

- Serve staff equally while presenting a single, usable interface
- Monitor call volume and track open items

### Solution:

Infor Human Resource Management  
Infor HR Knowledgebase  
Infor HR Case Management

### Benefits:

- Presented a single interface with cloud-based solutions
- Resolved 82% of calls coming into HR upon first call
- Lowered costs for HR service delivery with Knowledgebase self-service capabilities

“

Since the launch of Infor Knowledgebase and Infor Case Management, we've been receiving positive feedback from the employees on the new site, and we're excited to continue to enhance and simplify HR services at our organization.”

**Darci Gibson, Human Potential Project Director**  
MultiCare Health System

A woman with long brown hair, wearing a black and white striped shirt, is seated at a table in a meeting. She is gesturing with her hands while speaking. In the foreground, a laptop is open on the table. The background shows other people in a meeting room, all under a blue color overlay.

“

After Kellogg acquired several companies, the employee benefit and policy platform became so complex that we needed a nimble system—Infor HR Service Delivery—to move as fast as the business. We’re now confident in the accuracy of our human capital data and have seen great improvement in employee satisfaction.”

**Kellogg Company**



## Sutherland reduces turnover by 37% with Infor Talent Science

### Organization profile

Established in 1986, Sutherland Global Services provides business process and technology management services, offering an integrated portfolio of analytics-driven back-office and customer-facing solutions that support the entire customer life cycle. Headquartered in Rochester, New York, Sutherland is one of the world's largest independent business process outsourcing (BPO) companies, with more than 30,000 employees in more than 40 operation centers in Brazil, Bulgaria, Canada, China, Colombia, Egypt, India, Jamaica, Malaysia, Mexico, the Philippines, the United Arab Emirates, the United Kingdom, and the United States.

### Challenges:

- Deploy industry-leading technology to identify, hire, and retain quality call center representatives
- Improve representative performance for clients who use Sutherland business services
- Reduce turnover among phone-centric customer care representatives, a job category that historically presents a turnover challenge regardless of industry
- Plan a career path for each representative to motivate them and drive success

### Solution:

Infor Talent Science

### Benefits:

- Simplified the recruiting and hiring process
- Raised on-the-job performance levels with longer tenures and more experienced representatives
- Improved the quality of telephone interactions with a variety of business process outsourcing clients
- Decreased turnover among call center representatives by 37% among hires from the top two recommendation categories versus the two bottom categories
- Leveraged work-related behavioral insight using Infor Talent Science to onboard, train, and develop new hires

“

Throughout all of our operating countries around the world, Infor Talent Science has proven to be an effective filter when reviewing hundreds and thousands of candidates.”

**Matt Wilson, Project Manager**  
Sutherland Global Services



Wheaton Franciscan Healthcare consolidates HR and financial systems with Infor Healthcare

### Organization profile

Wheaton Franciscan Healthcare is a Catholic, not-for-profit health system with 100+ sites in Wisconsin, Iowa, and Illinois. It is sponsored by Wheaton Franciscan Sisters.

<b>14</b> hospital campuses	<b>17,000</b> associates	<b>3,000</b> physicians
<b>70</b> clinic sites with <b>500+</b> employed physicians	<b>3</b> transitional & extended care facilities	<b>2,620</b> units of assisted living

### Challenges:

- Lack of consolidation of financial systems across organizations in three states
- No communication between HR systems to ensure equitable enforcement of policies
- Need for accurate comparative data on FTE counts and turnover reports in shorter periods of time
- Lack of consolidated, self-service talent management systems
- Lack of integration between seven HRIS systems

### Solution:

Infor Human Resource Management  
Infor Talent Management  
Infor Financial Management

### Benefits:

- Consolidated financial systems and staff, and reduced FTEs
- Consolidated HR staff and reduced FTEs
- Merged multiple financial statements into one and reduced manual integration time
- Reduced costs for talent and compensation management systems, which offer self-service capabilities

“

Accommodating the healthcare pay practice is very complex. Infor Healthcare can easily handle that for us.”

**Judy Hawkins, Director, HR Services**  
Wheaton Franciscan Healthcare





## Ben E. Keith predicts top profit generators with Infor Talent Science

### Organization profile

Ben E. Keith Company is a distributor of food service products and premium alcoholic beverages. Its foodservice division supplies a full line of produce, frozen foods, meats, dry groceries, refrigerated foods, paper goods, equipment, and supplies to restaurants, hospitals, schools, nursing homes, and other institutional businesses in 11 states. The company's independent beverage division distributes a variety of beers and wines to 61 counties in Texas. The 100-year-old, \$1 billion company employs more than 4,000 people.

### Challenges:

- Lacked a scientific and easy-to-use platform to correlate behavioral preferences with individual employee performance
- Required new ways to strengthen the company strategy to market services through internal sales representatives
- Wanted to improve sales performance while maximizing the quality of every hire, reducing turnover and hiring costs, and streamlining the selection process

### Solution:

Infor Talent Science

### Benefits:

- Accurately predicted top sales performers who then generated 48% more in gross profit dollars per employee after three months than all other groups combined, and maintained a significant gross profit advantage over a 12-month period
- Proved ROI when the assessed top performers generated 39% more in average sales dollars per employee after three months than all other groups combined
- Gained conclusive findings, comparing 1.5 years of sales data, that Infor Talent Science had successfully predicted the next crop of top performers

“

It's becoming more of a strategic weapon than it's ever been before. The reality of it for us is...we now have data to suggest that for those who do well on the assessment, they do well for us in the real world.”

**Elliott Stephenson, Sr. Director HR**  
Ben E. Keith Company



## Greenville County Schools moves to the head of the class with Infor solutions

### Organization profile

Greenville County Schools (GCS) is a consolidated school system formed in 1951 with the merger of 82 school districts spread over 800 square miles. As the largest school system in South Carolina and the 51st largest public school district in the country, GCS serves more than 69,000 students in grades K-12 and has approximately 10,000 employees.

### Challenges:

- Reduce reliance on support staff at the district level by interpreting their own reports
- Find and capture significant cost savings through inventory control, reducing manual tasks, streamlining accounts payable, taking advantage of discounts from vendors, and shortening payment cycles
- Find and select a consultative software vendor to help implement the new system and upgrades

### Solution:

Infor Lawson Financial Management  
Infor Lawson Supply Chain Management  
Infor Lawson Human Capital Management

### Benefits:

- Saved 12% (\$50,000) by buying commonly used items in bulk, storing them, and distributing them as needed
- Saved more than 24 days of work per year by automating bank reconciliations, and 52 days per year in inventory reporting
- Eliminated 20 invoices a month from just one vendor due to better reporting and tracking
- Redirected funds to more strategic activities after gaining efficiencies through real-time, organization-wide reporting
- Reduced purchase orders from 190 to 89 and gained tighter inventory tracking for commonly purchased supplies while making the ordering process more intuitive and user-friendly
- Trimmed the cost of paper used to 11% of the original cost
- Allowed for quick cross-reference of orders with available inventory and taught staff to use items in the warehouse rather than ordering new
- Met implementation timeline and expectations with the help of Infor Lawson Professional Services

“

Infor's (Lawson) demonstrated work and process flows, Smart Notes, and Microsoft add-ins made our eyes grow very wide. We also saw Infor (Lawson) as a long-term partner for us.”

**Robin Stack, Director of Business Services**  
Greenville County Schools



## Einstein Healthcare Network gets smarter about its business processes

### Organization profile

Einstein Healthcare Network is a private, not-for-profit organization with a mix of acute care facilities and outpatient centers. Its primary mission is to provide compassionate, high-quality care to the greater Philadelphia region.

**763,000+**  
outpatient  
visits in 2014

**153,000**  
ER visits in 2014

**1,200**  
licensed beds

**1,200**  
physicians (staff  
and voluntary)

**8,500+**  
employees

### Challenges:

- Move away from disparate systems to a single enterprise solution
- Avoid planned obsolescence of outdated technology platforms
- Position the organization for growth
- Free up HR staff for strategic initiatives

### Solution:

Infor Human Resource Management  
Infor Financial Management  
Infor BI

### Benefits:

- IT, payroll, and HR staff partnered to drive efficiencies throughout the organization
- Eliminated 8,000 paper transactions per year in HR-related personnel tasks
- Provided easy access to employee and manager HR information
- Improved compliance for certifications and licenses, testing and training dates, and required vaccinations
- Developed a system for residents to complete training requirements prior to employment so they can start working immediately

“

Infor has enabled us to streamline administrative processes, improve compliance and communication, and empower employees with the information they need to succeed at Einstein.”

**Linda Razler, Manager**

HRIS, Einstein Healthcare Network



“

We are a performance-driven company and we want to make sure we are putting the right people on the sales floor that can help identify and service the customers' needs. Over the course of a year and a half, we were able to realize an increase in performance for our team, but also a reduction in turnover. We've now rolled out Infor Talent Science across the United States and are taking the tool to our international business.”

**Foot Locker**

# Unite processes, transform work

With Infor HCM, you get a solution that ties together software, content, service, and process to transform the way you work. Thanks to our flexible service delivery model, you can select our HCM products below on an as-needed basis, or choose an end-to-end solution—on your timetable.

- Infor CloudSuite™ HCM
- Global HR
- Talent Management
- Talent Science
- Workforce Management
- Learning Management
- HR Service Delivery

Unlike monolithic HR platforms or fragmented point solutions, Infor HCM offers compatibility with software you already own. Information from any system can flow into our unique cloud interface and be accessed from any device.

Get everything you need for recruitment, selection, workforce management, talent management, learning management, HR service delivery, performance management, and compensation management with Infor HCM.



[infor.com/solutions/hcm/](https://infor.com/solutions/hcm/)