



"Infor's human capital management (HCM) solution was named as a Strong Performer in both Forrester Wave™ : HR Management Systems—Multinational Enterprises, Q3 '06 and The Forrester Wave™ : HR Management" —THE FORRESTER WAVE: HUMAN RESOURCE MANAGEMENT SYSTEMS, SEPTEMBER 2006

## HUMAN CAPITAL MANAGEMENT

### DO BUSINESS BETTER.

Since labor usually represents more than half of a company's expenses, the correlation between workforce performance and the performance of the business as a whole is obvious. Yet for many companies, numerous internal and external challenges prevent them from fully leveraging their human capital. Finding and retaining employees with the skills you need to execute your business strategy may be the major challenge. Or maybe it's more a matter of finding a way to boost day-to-day labor performance of your workforce so you boost your overall productivity. And for many companies, getting employees aligned with business strategy is complicated by the fact that consolidation, globalization, and off shoring have yielded a workforce that speaks multiple languages and has multiple cultural norms.

Forward-thinking companies make the connection between their business performance and the effectiveness of their human capital management (HCM). They know that a strategic approach to HCM drives efficiency in day-to-day operations, freeing up resources to support the overall business.

At Infor™, we understand the important role human capital management plays in achieving business success. And we've developed a suite of comprehensive HCM solutions that is helping companies worldwide make core human resource processes efficient, accessible to all employees, and a strategic asset for sustained performance.

### LEVERAGE EXPERIENCE.

Infor HCM is a comprehensive set of solutions that helps companies implement complete recruitment-to-retire HR processes that support their long-term business strategy.

**INFOR**™

It is ideal for forward-thinking companies that seek business-specific solutions because it offers superior HCM functionality from one of the world's leading enterprise resource planning (ERP) providers. This tight integration between HCM and ERP solutions is key to enabling your HR solution to play a strategic role in your business.

Infor HCM includes flexible, scalable, and easy-to-integrate solutions that enable customers to leverage their existing technology investments. In this way, it helps customers achieve low total cost of ownership while they address the following major HR-related business challenges:

*Maximizing employee productivity to offset increased pressure on margins.* Infor HCM delivers solutions to make core workforce business processes, from hiring to retirement, more efficient so companies can better cope with the dual challenges of rising costs and reduced ability to raise prices. In this scenario, there is only one choice—maximize your employees' productivity so workforce costs are kept to a minimum. With capabilities in human resources, benefits administration, time and labor, and payroll, Infor HCM helps companies reduce their administrative costs, while establishing the foundation for higher-level human capital management strategies.

*Addressing the impact of evolving workforce demographics on your company.* As increasing numbers of the Baby Boomer generation retire, and people born in the 1970s and later take their place, companies are faced with managing a workforce with much different expectations and goals. This demographic shift and the chronic skills gap that exists in many industries are forcing many companies to bolster their recruiting and retention capabilities. Infor HCM provides the tools companies need to increase their ability to recruit and train new employees, and build a pipeline of new skills for the future.

*Aligning HR strategy with business strategy.* Infor HCM delivers talent management capabilities that enable companies to strategically manage and develop their workforce to achieve competitive advantage and drive overall enterprise growth.

## GET BUSINESS SPECIFIC.

Infor HCM features a web-based, modular component architecture that addresses human resources requirements with easy-to-implement, easy-to-integrate solutions. Able to run on a variety of platforms, Infor HCM enables forward-thinking companies to leverage their existing technology investments and choose to expand their human capital management capabilities with the functionality they need, when they need it. The solution set accommodates multiple languages, currencies, banks, tax definitions, benefits, and security configurations.

## RESOURCE MANAGEMENT—EFFICIENT TRANSACTIONS.

Automating core resource management processes is an essential first step in developing a high-value approach to managing human capital, regardless of your company's size or industry. Infor HCM addresses the complex human resource requirements facing mid-sized and large enterprises by delivering a wide range of specific capabilities in human resources, benefits administration, and compensation.



## Human resources.

The human resources capabilities in Infor solutions provide web-based employee management that maximizes the efficiency of hiring, retirement and every process in between. The result is your employees are able to spend more time supporting the overall business strategy.

The solution quickly and accurately tracks details such as citizenship, EEO (Equal Employment Opportunity) compliance, job evaluation, education, training, career skills, and employee-licensing information with its high-volume processing, comprehensive record-keeping, position control, and compensation administration capabilities. You get easy access to employee histories, lists, and demographic profiles, along with the ability to make mass changes and update records via a single request. You can also manage paid time-off, terminations, and transfers with ease. Secure, centralized databases house this critical information, enabling anywhere, anytime access to employee data while providing control through user customization and role-based authorization procedures. Human Resources is fully integrated with most other Infor HCM components to streamline processes.

## Benefits administration.

With the benefits administration module, you get the tools you need to manage and control multiple progressive benefit plans. This component supports an unlimited number of pre- and post-tax benefits options and tracks detailed information to ensure effective monitoring and control of benefits costs. It provides comprehensive dependent and beneficiary tracking, linking each dependent or beneficiary to the appropriate benefit plan. For companies with US-based employees, Benefits Administration allows 401(k) accounts to be defined and administered. It enables employers to report information regarding health plan coverage in full compliance with the US Health Insurance Portability and Accountability Act (HIPAA) of 1996, which established national standards for electronic health care transactions.

### Infor HCM delivers ROI

- ▶ Improved gross sales by three percent
- ▶ Improved operating efficiency by 15 to 40 basis points
- ▶ Reduced overall labor costs by six percent
- ▶ Increased ability to hire, retain, and empower the best people
- ▶ Tighter alignment of staffing with corporate strategy
- ▶ Reduced administrative workloads

## Flexible spending accounts.

The flexible spending component of Infor HCM allows for full tracking and administration of flexible benefits programs so you can take care of these functions cost-effectively in house. It is designed to handle multiple types of programs, including both points programs and flexible spending. Flexible Spending Accounts manages contributions from employees, as well as the reimbursement process.

## Compensation.

Infor's compensation module helps formulate and drive rules for corporate pay policies. It enables you to track pay grades, manage step-in-grade programs, and complex pay scenarios, access and review salary survey information, and integrate with budgeting. It enables a workflow-driven salary administration environment supporting all types of managerial roles within an organization.

## Payroll.

A highly robust and reliable solution, payroll provides forward-thinking companies with comprehensive payroll and taxation administration capabilities, ensuring that all employees are paid accurately and on time, and that all federal, state/provincial, and local tax compliance, and reporting requirements are met. It gives managers fast, direct access to payroll data via inquiries and reports, and integrates seamlessly with Infor's financial management solutions.

It enables both net-to-gross and gross-to-net calculations and displays the results online. It handles a full range of voluntary deductions including medical, charitable donations, union dues, and retirement plans. It also accommodates direct deposits; earned income credit (EIC) payments; tracking of earnings such as vacation, sick pay, holidays, and overtime; group term life imputed income; and distribution of employee hours, earnings, deductions, and taxes to multiple cost centers. Regular and special adjustment, month-end adjustment, off-cycle, and mid-month payroll runs are accommodated. Payroll also supports creation of monthly, quarterly, and annual payroll reports; worker compensation reports; quarterly and annual tax reporting; retroactive pay calculations; and overrides. A variety of standard payroll cyclical reports are included.

### **Employee and manager self-service.**

Using this component, employees can view and update personal and payroll information, enroll in training, model and update benefits, and directly enroll in the plans of their choice. They can also peruse their benefits summary, make paid timeoff requests, and check whether direct deposits have been made into their accounts. Managers can perform status changes for their employees and enroll them in training. They can also access information about their direct reports, manage performance reviews, do salary planning, and track documents online. These capabilities reduce costs and the amount of time spent on administrative tasks, while giving employees a sense of empowerment.

## **WORKFORCE MANAGEMENT—OPTIMIZING EMPLOYEE PERFORMANCE.**

Getting the right employees at the right place at the right time and then measuring their performance is a prerequisite for optimizing workforce performance. At most companies, it's a complex process that requires robust IT capabilities focused on scheduling, time and attendance, absence management, planning, and performance measurement.

### **Time and attendance.**

Time and attendance helps you cost-effectively capture and track employee time. It streamlines time and attendance processes for supervisors through advanced features—such as supervisor summary by pay period, exception markers, mass time edits, retroactive adjustments, and override capabilities. Employees can directly access time and attendance information through easy-to-use, self-service kiosks and web-enabled devices. Time and attendance automates 100 percent of pay rules and centralizes zero-to-gross pay functionality. It helps dramatically reduce labor costs for large organizations with distributed, hourly, or unionized employees by significantly increasing the accuracy of payroll calculations.

In addition, time and attendance delivers an auditable structure to help ensure compliance with legislative requirements. Comprehensive audit trails help organizations monitor and assess compliance with complex regulations like the Sarbanes-Oxley Act, International Financial Reporting Standards, individual country labor regulations, and internal policies like union rules. Predictive capabilities such as alerts enforce the most complex pay rules, even when they vary across the enterprise.

### **Scheduling.**

Scheduling optimizes scheduling to meet the needs of your customers in ways that reduce costs and minimize disruptions to your employees and your business. The solution offers options that can empower employees to define their availability and preferences, bid on or trade shifts, and set their own schedules through intuitive, web-based self-service capabilities. These self-service capabilities help you reduce the administrative burden on managers, while enhancing employee satisfaction and retention.

Scheduling standardizes and optimizes the workforce deployment process to meet the diverse and dynamic scheduling requirements of large companies in retailing, manufacturing, healthcare, transportation, and several other industries.

A variety of scheduling applications, including the multi-view scheduler, staff scheduler, and schedule optimization are available to address unique scheduling requirements. The advanced schedule optimization engine in Scheduling generates optimized, demand-driven schedules that ensure optimal coverage at minimum costs.

### **Leave and absence management.**

Leave and absence management provides the tools you need to easily track and monitor absenteeism and employee leave across the organization, within a business unit, or even at the individual employee level. At-a-glance dashboards and advanced reporting capabilities provide a comprehensive view of absence and leave information, offering unprecedented visibility to those who need it within your organization. Up-to-the-minute absence information easily identifies which employees are absent and when they are scheduled to return to work. Robust leave management capabilities, seamlessly tied to absence management, enable you to automate processes for both corporate and legislated leave.

The solution consists of flexible, definable workflow-driven leave management to address key challenges such as deadlines, documentation, and eligibility calculations. By gaining greater visibility into absence and leave details, leave and absence management enables you to make informed decisions that directly impact costs and productivity across your organization.

### **Planning.**

Planning supports the efficient scheduling of daily workforce operations. This component helps you coordinate daily operations with upstream activities such as labor budgeting and planning to align long-term labor planning with daily operations. Planning also helps streamline labor planning and budgeting processes by rapidly generating accurate labor budgets and forecasts. It shortens planning cycles and enables real-time adjustments to plan.

### **Performance.**

Performance links workforce management with corporate performance by providing managers with timely visibility into key workforce performance indicators such as labor spend, overtime, and attendance. Real-time alerts proactively notify managers when performance thresholds are breached, helping prevent labor issues such as excessive overtime, budget variance, or compliance violations.

Performance ensures that managers from all levels use the same information to make decisions. Pre-defined role and industry-specific launch pads deliver immediate value for employees, managers, supervisors, and executives. Advanced bursting technology automates query and report distribution to deliver workforce information to thousands of users. The module provides the operational visibility to improve decision-making and ensure workforce decisions align with corporate goals.

## **TALENT MANAGEMENT—STRATEGIC LEADERSHIP SUPPORT.**

Once core workforce management processes are automated and employees take more responsibility for their own HR-related activities, forward-thinking companies can adopt a strategic approach to managing their workforce. By adopting a strategic approach to staffing, training, and empowering employees, companies are positioned to align their human capital management with their long-term business strategy.

### **Recruitment.**

Working with third-party vendors including First Advantage Corporation, Infor offers a multilingual, multicurrency, webbased recruiting component. Recruitment makes it possible to attract and retain talented people globally, hire the right individual for every position, and manage both salaried and hourly hiring on one platform.

It allows recruiters and managers to post job requisitions and route them for approval using workflow technology.



It facilitates external and internal candidate sourcing by delivering integrated information to job boards, company websites, and other sources and by performing value-added services including background checks, tax authorization, and pre-screening. You get the tools you need to expedite all aspects of hiring candidates into the workforce, including online self-service job applications, candidate scoring and ranking, interview management, templates, résumé parsing, and forms generation. You can also perform EEO reporting, recruitment cost analysis, and metrics reporting with ease.

### **Learning management.**

With learning management, you're able to provide role-based access to learning for employees across all business processes in your extended enterprise. This component brings together superior training capabilities including learning, certification, compliance, skills and competency management, content development and management, virtual learning, and collaboration. It supports all training methods, including instructor-led, online/web-based, computer-based, event, synchronous, and blended. Integrated analytics enable you to assess the relative success of various initiatives and act on what you've learned.

Learning management can easily integrate with third-party course content that complies with SCORM (Sharable Content Object Reference Model) and AICC (Aviation Industry CBT Committee).

### **Other strategic talent management functionality.**

Infor HCM delivers additional talent management capabilities including functionality for employee performance management, competency management, and succession planning. With the employee performance management component, you can track and manage processes related to the development of talent across your organization, a capability that is key to nurturing leaders and promoting future innovation. Competency management allows you to develop, monitor, and manage the skills, abilities, knowledge, and behaviors of your workforce by accessing a comprehensive library of the most important attributes for jobs and positions commonly found in business today. Succession planning facilitates the processes for finding and developing successors for key positions by providing customized views of your current and future development plans and identifying individuals whose rapid advancement earmarks them for long-term success.

### **SEE RESULTS NOW.**

Infor HCM can be implemented quickly, so you don't have to wait for a return on your investment. These comprehensive solutions deliver far-reaching business benefits, supporting initiatives to create more efficient human resource processes, optimizing your existing labor pool, empowering employees, and aligning human capital management strategy with overall business strategy. Infor HCM delivers strategic human capital management capabilities that are helping companies worldwide achieve business improvements, such as:

- ▶ A three percent increase in gross sales
- ▶ Improved operating efficiency by 15 to 40 basis points of net profit
- ▶ Reduced overall labor costs by six percent
- ▶ Increased ability to hire, retain, and empower the best people
- ▶ Tighter alignment of staffing practices with corporate strategy
- ▶ Reduced administrative workloads and duplication of effort

- ▶ Improved, fully secure sharing of workforce data across the enterprise
- ▶ Streamlined payroll processing and benefits administration
- ▶ Increased employee satisfaction and loyalty
- ▶ Reduced costs and enhanced productivity and profitability
- ▶ Improved employee satisfaction through streamlined attendance tracking and reporting, time-sheet recording, and more accurate calculation of incentives
- ▶ Greater organizational adaptability to support business growth and change

These benefits are consistent with the results of industry research that links overall business success with the strength of a company's human capital management processes. For example, Accenture, the global management consulting, technology services, and outsourcing company, reported in its 2006 High Performance Workforce study that in all major HCM categories, business leaders consistently invested in delivering more effective HCM services than did laggards. The percentage of leaders with effective programs compares favorably with the percentage of laggards with effective programs, as shown below:

- ▶ Learning: leaders 39%, laggards 6%
- ▶ Recruiting: leaders 39%, laggards 11%
- ▶ Performance measurement: leaders 48%, laggards 4%
- ▶ Change management: leaders 30%, laggards 4%
- ▶ Knowledge capture and transfer: leaders 30%, laggards 1%
- ▶ Aligning workforce skills with business priorities: leaders 35%, laggards 5%

As business pressures mount and as much of the efficiency improvements have been achieved in core business functions, taking a strategic approach to human capital management can enable companies to sustain their business success. With human capital representing more than half of most company's expenses, it is easy to see why Infor HCM can deliver a wide range of business benefits within your human resources function and throughout your business.

## DOING BUSINESS BETTER.

When globalization, mergers and acquisitions, and the competition for talent impact your company, you must adapt with speed and precision. That takes a technology infrastructure that allows you to add, change, upgrade, or modify your solutions as painlessly as possible. Infor Open SOA (Service-Oriented Architecture) is Infor's commitment to solution interoperability, innovation, and evolution across all product lines so you can quickly align your systems to changing business requirements. It enables you to enrich your existing solutions with open SOA industry standards now, extend them to create end-to-end processes across different functional areas, and evolve to meet the future in a way that introduces new functionality and technology incrementally to preserve your investment and reduce risk and cost.

You gain business agility and IT flexibility without the high costs and disruption of a major re-implementation project or the need to adopt the proprietary technology of another software vendor. Infor gives you choice and control over the technologies you deploy, as well as the time frame you deploy them in, so you can eliminate redundancies and build the best long-term cost model for your business.



This is how we satisfy your need for business-specific solutions that deliver value today while incorporating deployment flexibility that lets you quickly add, subtract, and replace critical capabilities ... and do business better...tomorrow.

## **THERE IS A BETTER WAY.**

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy, and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit [www.infor.com](http://www.infor.com).

**Infor Corporate Headquarters**  
13560 Morris Road  
Suite 4100  
Alpharetta, Georgia 30004  
USA  
Phone: +1 (800) 260 2640

[www.infor.com](http://www.infor.com)

The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are black, while the letters "R" and "A" are red. A small trademark symbol (TM) is located to the upper right of the "R".