

Infor WFM Workbrain

➔ A prominent electronics retailer has achieved a 3% increase in comparable store sales by using Infor WFM Workbrain.



Do business better.

With energy costs, price sensitivity, and more consumer choices driving an intense margin squeeze for companies today, workforce management is becoming an increasingly important strategic investment. It's vital to be sure your people, no matter how diverse geographically or culturally, support and execute against strategic objectives, particularly as you find yourself competing on quality of service and the customer experience. Evolving workforce demographics and behaviors add to the challenge, as do rising regulatory pressures. The key is finding a comprehensive software solution that meets all your workforce management challenges, helping you find the right balance in a constantly shifting landscape of employee work/life expectations, fiscal needs, customer requirements, and compliance demands.

Leverage experience.

Infor WFM Workbrain has years of industry expertise built in—experience that helps our customers solve their toughest business challenges. A comprehensive solution with fully integrated modules for aligning long-term workforce planning with daily operational execution, it addresses every aspect of effective workforce management today: planning, scheduling, time and attendance, absence management, and business intelligence tools for measuring and analyzing workforce performance.

INFOR™

Infor WFM Workbrain's value to growing organizations is clear:

- **Best practices.** Incorporate workforce management best practices from the best performing organizations in your industry.
- **Better visibility and control.** Make sure you have the right people in the right place at the right time.
- **Bottom-line improvement.** With decreased labor costs and increased productivity, quality, and compliance, your workforce is the strategic asset it has to be.

Get business specific.

With Infor WFM Workbrain, your employees stay focused on value-added activities that align with your corporate strategy. You can rapidly correct alignment issues with detailed time tracking and reporting functionality that gives you visibility across your workforce. At any given time, you know the answers to the most important questions about your people—who, what, when, where, why, how, and how much.

Our solution was built from the ground up with a pure web-based architecture that requires zero footprint and uses J2EE™ (Java 2 Enterprise Edition) for unmatched flexibility in choosing technology standards. The result is an environment that requires less hardware and is easier to administer and support. Infor WFM Workbrain scales to support one million users without compromising

performance. In fact, we have more clients in production with 100,000+ employees than any other Workforce Management vendor.

With single server multilingual capabilities that meet the requirements of the largest global workforces, our solution consists of these integrated modules:

Workforce Planning

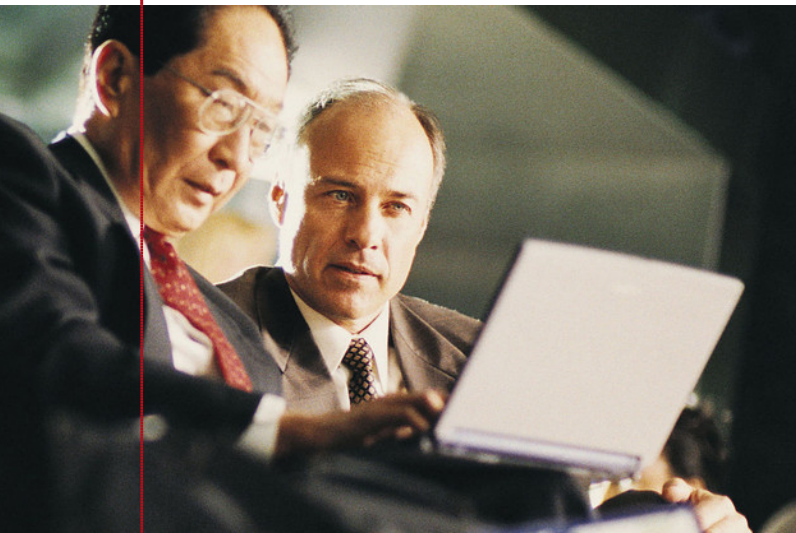
You no longer need to depend on disconnected, standalone spreadsheets and processes, or go through lengthy, inaccurate aggregation, synchronization, and edit cycles to plan your workforce deployment accurately. We help you eliminate costs, time, and errors from budgeting and planning, as well as integrate annual and periodic forecasting activities with weekly execution.

Workforce Planning includes:

- Budget Creation that uses historical performance, standards, and productivity factors to create a bottom-up labor budget that covers forecasted business demand. It also provides tools to align the results with the top-down budget developed by Finance.
- Budget Management for streamlining the solicitation and approval processes, prompting users to participate in the editing workflow while forcing process compliance with dashboards and alerts.

Workforce Scheduling

Our solution empowers employees to define their availability and balance their work/life preferences. They can also collaborate to set their own schedules through an intuitive web-based interface. Effective and optimal schedules are distributed exclusively on web-based technology—via Internet, intranet, or employee kiosks. Compliance with union rules, government regulations, and corporate policies is fully supported when schedules are created. The system alerts users when they make changes that cause the schedule to be out of compliance.



Workforce Scheduling includes:


- Staff Scheduler for creating schedules using employees' shift patterns, job qualifications, and employee rankings.
- Multi-view Scheduler for creating and editing more sophisticated schedules by having the solution auto-assign relevant employees to meet required demand. You get tools for finding replacement and relevant employees, real-time workload coverage indicators, key summary statistics, and an easy way to book employee time off.
- Labor Forecasting and Schedule Optimization (LFSO) for scheduling a flexible workforce to highly variable demand. Our powerful LFSO engine develops schedules mathematically rather than heuristically, considering all the potential variables that affect your business in real-time to produce a truly optimized schedule. Our LSFO performs better, scales higher to solve bigger problems, and delivers the consistency you need for schedules you can depend on.

Time and Attendance

Your employees can view personal information, such as vacation time and other balances, request time off, and communicate with managers and teammates for efficient and productive self-service. Your payroll department reduces errors and overpayments by validating time and labor data collection in real time and automating zero-to-gross pay calculation.

Time and Attendance includes:

- Employee Transaction Manager, which has an easy-to-use kiosk-based interface that facilitates employee collaboration with management, including viewing timesheets, shift trades, entitlement queries, personal data management, and job changes.
- Attendance Management for maintaining an attendance history by employee. The system automatically and proactively notifies an employee's supervisor when attendance violates a configured policy. An HR Interface and Payroll Interface enable seamless data exchange among all workforce management processes.
- Real-time Pay Categorization for capturing when an employee clocks in or clocks out, then determining what time code, pay code, and pay rules apply to that person. Other solutions only do this in batch mode, making it difficult to understand what your true costs are at any given time. Our system also alerts you when an employee is approaching overtime.

 One outdoor adventure retailer was able to redeploy 60% of its administrative managers' time to more customer-centric activities after implementing Infor WFM Workbrain.

Workforce Absence

Our solution reduces lost time and leave policy abuse by fully automating and integrating leave management policies. Corporate directives, departmental attendance quotas, and personal entitlement policies can all be incorporated into the daily business process so you get a centralized system for managing, reporting, and analyzing all employee leave. With Workforce Absence, you gain keen insight into the patterns and trends of absence.

Workforce Absence includes:

- Absence Management for handling the entire process from the request, approval, and return from absence of that employee, including the payroll and entitlement implications
- Attendance Management for maintaining an attendance history by employee and delivering reports and notification of violations based on your organization's unique settings
- Automatic management and administration of leave entitlement policies, ensuring time-off balances are incremented and decremented as leave is taken and accrued

Workforce Performance

Our solution offers sophisticated business intelligence to provide a window into the areas of workforce performance that matter most to your organization. It provides managers with timely visibility into key workforce performance indicators such as labor spend, overtime, and attendance. Real-time alerts notify managers when performance thresholds are breached, helping prevent labor issues such as excess overtime, budget variances, or compliance violations.

Workforce Performance includes:

- Management dashboards for at-a-glance views of workforce performance, providing executives with the summary operational views they need. Proactive alerts notify managers when performance thresholds have been breached, enabling quick reaction to labor issues.
- Powerful reporting to ensure that managers from all levels use the same information to make decisions. Choose from a series of existing reports, perform ad hoc queries, or create customized reports to meet specific needs. A state-of-the-art report writer delivers custom production reports in hours instead of days or weeks.

See results now.

Infor WFM Workbrain is like all of Infor's products—with industry-specific functionality built in that reduces the need for customization, speeds implementation time, and delivers ROI that you don't have to wait for. From the very first day, you'll begin to see immediate benefits. Organizations using our WFM Workbrain solutions are increasing net profit margins by 15-40 basis points, reducing labor costs by 1-6%, as well as cutting administrative task completion time by as much as 60%.

They are also enjoying reduced total cost of ownership through automatic application of constraints, consistent application of business policies, and a full audit trail with approvals. Other results include:

- Increased margins by eliminating costly errors
- Increased productivity and quality through the right staffing choices
- Improved operating efficiency and increased long-term EPS growth
- Increased employee satisfaction
- Decreased compliance risk

Infor WFM Workbrain is the ideal solution for companies that want to ensure their people and their strategies are aligned, boosting efficiency and improving margins in today's increasingly competitive marketplace.

About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit www.infor.com.

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Contact your local Infor office regarding availability of products in your region.

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 "O" are red. A small trademark symbol (TM) is located to the upper right of the final "O".