



# Infor HR Service Delivery for healthcare

## Deliver more effective HR services

Healthcare organizations are often faced with high turnover and the resulting expenses associated with the ongoing recruiting and hiring of caregivers. To help retain your staff and lower HR-related expenses, you need an efficient and intuitive onboarding process, procedures that allow your staff to be as productive and proficient as possible, and easily accessible information about policies and benefits. Not only will you increase the satisfaction of your workforce, you'll also improve patient outcomes and satisfaction.

With Infor® HR Service Delivery, you get a unique and innovative multi-tier HR service delivery model that can help you deliver more effective HR services with fewer resources and lower costs. You'll be able to streamline new hire onboarding, voluntary and involuntary offboarding, and total rewards communications. Your HR managers can focus on strategic issues while empowering employees to take control of routine transactions in a secure, self-service environment.

## Reduce HR costs

Infor HR Service Delivery is the only proven, multi-tier HR service delivery solution designed to meet the unique case management, knowledgebase, onboarding, offboarding, and total rewards process needs of healthcare organizations. With Infor HR Service Delivery, you gain the foundation for shared services transformation to better measure the effectiveness of your HR operations, empower your staff for improved decision making, and enhance productivity and employee satisfaction.

Infor HR Service Delivery can help you reduce the cost to deliver employee services by 20% to 50% annually with 80% to 90% of routine transactions completed using no HR staff intervention.

**Infor HR Service Delivery can help you reduce the cost to deliver employee services by 20% to 50% annually with 80 to 90% of routine transactions completed using no HR staff intervention.**

## Engage your employees

With Infor HR Service Delivery, you can provide every member of your workforce with 24/7 access to the personalized and accurate information they need to create and update their own HR records; keep up-to-date on company policies; and fully understand their total compensation. Transform HR into a strategic partner and fully engage employees with these five modules:

### **Infor HR Knowledgebase**

Allow employee and manager self-service via a personalized, searchable, online source. You can:

- Provide HR service representatives with easy online access to consistent answers to HR inquiries-often on the first call.
- Allow your service center to handle a greater call volume with fewer HR representatives.

### **Infor HR Case Management**

Help your HR service representatives manage and track employee inquiries. You can:

- Use a multi-tier approach to HR service delivery.
- Reserve expert HR resources for critical issues and strategic planning.
- Resolve up to 28% of employee and line manager HR inquiries.

## Infor Onboarding

Orchestrate all steps in the employee new-hire process. You can:

- Engage new employees with a personalized new-hire experience.
- Contain healthcare costs by promoting informed employee benefits decision support.

## Infor Offboarding

Ensure all stakeholders have the information they need for voluntary and involuntary separations. You can:

- Provide offboarded employees with the information they need in a personalized portal, 24/7, outside the corporate firewall.

## Infor Total Rewards

Demonstrate the entire value proposition of the employee-employer contract through an online total rewards statement. You can:

- Attract and retain talent by helping them understand and take advantage their total compensation and rewards.
- Promote awareness and appreciation of total compensation year-round.
- Increase benefit program participation, such as in 401(k), EAP, ESPP, and wellness plans.
- Achieve measurable reductions in turnover.
- More easily introduce medical benefit cost sharing.

## Transform HR

Increase employee satisfaction and lower costs with Infor HR Service Delivery's advanced HR service delivery platform. Move your healthcare organization toward a true, HR shared-services model so that you have the tools to:

- Reduce the annual cost of delivering HR services by 20% to 50%.
- Engage new hires while reducing turnover through more effective onboarding.
- Allow employees to answer their own HR questions in two clicks or less via a personalized, searchable HR knowledgebase.
- Equip HR service representatives to provide consistent, accurate answers.
- Support HR transformation by freeing your Tier-2 subject matter experts and centers of excellence from routine HR tasks to develop HR, benefits, and compensation strategies.
- Help employees understand and take advantage of their total rewards.



641 Avenue of the Americas  
New York, NY 10011  
800-260-2640  
infor.com

## About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 73,000 customers in more than 200 countries and territories improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit [www.infor.com](http://www.infor.com).

Copyright© 2015 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. [www.infor.com](http://www.infor.com).  
INF-1403750-EN-US-0415-3