



Infor HR Service Delivery

Deliver better HR services

Do you want to deliver better HR services without breaking the bank? Infor® HR Service Delivery can help you get there. It's like giving every member of your workforce their own HR assistant-available 24/7-to provide the personalized, 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.

HR Service Delivery offers five applications- Knowledgebase, Case Management, Onboarding, Offboarding, and Total Rewards-that help reduce the cost of service delivery. This solution helps you transform HR into a strategic partner and fully engage employees, all while lowering annual HR service delivery costs by an average of 20 to 50%.

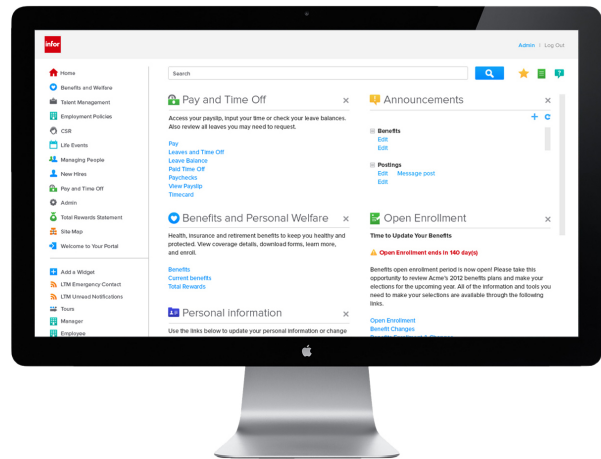
Knowledgebase/HR shared services

When you combine your HR portal, Infor Knowledgebase and Infor Case Management, your HR service delivery platform becomes a shared enterprise. To help support a multi-tier approach to HR service delivery, you can:

- Enable employees to answer their own HR questions 80 to 90% of the time, without HR intervention.
- Provide HR service representatives with easy online access to consistent answers to HR inquiries, often on the first call.
- Allow service center to handle more call volume with fewer HR representatives.

Case Management

Infor Case Management helps your HR service representatives manage employee inquiries when employees cannot find the answers to their questions on their own. Complex employee and manager HR inquiries are also initiated through the HR Call Center,



and then move to HR subject matter experts. Case Management helps you:

- Support a multi-tier approach to HR service delivery.
- Handle a high number of calls with fewer HR reps.
- Reserves expert HR resources for critical issues and strategic planning.
- Resolve up to 28% of employee and line manager HR inquiries.

Onboarding

Infor Onboarding orchestrates all steps in the employee new-hire process for employees, hiring and line managers, and HR. It can help:

- Engage new employees with a personalized new-hire experience.
- Reduce onboarding administration, costs, and risks.
- Contain healthcare costs by promoting informed employee benefits decision support.

Offboarding

Infor Offboarding addresses all steps in the employee offboarding process—reducing administrative efforts, streamlining communications and approvals,

and lowering costs. Offboarding helps:

- Offboarded employees find the information they need in a personalized 24/7 portal, outside the corporate firewall.
- Ensure timely completion of all departures and 100% compliance.
- Monitor potential at-risk situations

Total Rewards

Infor Total Rewards is an on-demand tool that helps employees understand the contents and true value of their total compensation (total rewards) package. It can help you:

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

Get results

Customers using Infor HR Service Delivery have already:

- Reduced the cost of providing services for employees by 20 to 50%.
- Provided a portal where employees and managers can get their own answers to HR questions 80 to 90% of the time.
- Created call centers where the fewest number of HR customer service representatives can manage more complicated calls, with record-breaking first-call resolution rates.
- Freed HR to provide more value at the business unit level.
- Helped employees understand and leverage their total compensation.

Infor HR Service Delivery is a confidential, secure environment for employees, managers, and HR professionals to obtain information on sensitive personal and corporate information and policies. With HR Service Delivery, employees can feel more at ease when dealing with sensitive issues or conditions associated with employee assistance programs.



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About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 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.

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INF-1256948-EN-US-0814-3