Infor Healthcare Overview

Infor Healthcare gets systems and people to work together better, resulting in a high performing, agile organization that adapts quickly to changing realities.

Engineered for agility

Whether your organization is a hospital, a healthcare system, an extended care provider, or a health insurer, the challenges facing your industry are immense. Concerns over escalating healthcare costs, increasing oversight, and improving quality of care are top-of-mind for customers across the board. So at the same time as you work to deliver significantly improved outcomes, you must radically streamline operations.

To reduce costs and position your organization for growth and success, you need to connect and align your people and processes. To improve quality of care, free up resources and operating capital in support of new initiatives, you need to modernize core legacy systems and leverage new technology. To deliver on your organization's strategy and mission, you have to manage and develop your largest asset and improve talent management as a competitive advantage.

Built just for you

You can't meet the unique needs of the healthcare industry with generic software that treats all industries equally. At Infor™, we understand that the healthcare industry is unlike any other. So, Infor Healthcare is specifically designed for healthcare, which means it offers the broadest, deepest solutions for all organizations that serve the healthcare delivery model.

Our integrated suite addresses your most critical business processes and your most challenging integration demands. Our solutions enable healthcare organizations like yours to connect strategy with operational execution, manage trends and performance, optimize and align resources, connect disparate technologies, and deliver actionable insight and intelligence. Tailored specifically to meet your professional challenges, Infor Healthcare provides everything you need to operate with agility in today's healthcare delivery model.

Focused on your success

We've worked in the healthcare industry for 25 years. We signed our first healthcare customer in 1987 and since then, thousands more. Today, we continue to invest in and build innovative solutions that address the most costly areas of operations to help you be more agile in responding to the industry's changing business needs.

Our solutions contain all the capabilities needed to connect and improve operational efficiency. These capabilities are built in—not simply bolted on. That means faster deployments, fewer modifications, and faster return on investment. You'll be up and running more quickly, with fewer disruptions to your business. Upgrades are faster, too, so you can quickly adapt your operational processes to the rapid industry changes you see every day.

Here are some examples of organizations using our solutions:

- Banner Health
- Catholic Healthcare Initiatives
- Providence Health & Services
- Denver Health
- Altercare of Ohio, Inc.
- Blue Cross Blue Shield of North Carolina
- HeathEast Care System
- Mission Health System
- Bon Secours Health System
- Cone Health

Infor Healthcare credentials:

- Serving 4,000+ healthcare customers in more than 30 countries
- Recognized as Healthcare Informatics Top 30 Healthcare IT Vendor
- In 72% of US hospitals with greater than 150 beds
- In 81 of the 98 public hospitals in the Netherlands
- In three of the top five regions in Denmark
- Market leader healthcare integration platform
- Market leader in healthcare business solutions

Specialized by industry

Infor Healthcare is the solution you've been searching for. With industry-specific capabilities built in, Infor Healthcare gives you the tools to conquer your most important industry challenges.

The Infor Healthcare portfolio is a comprehensive suite of applications that help healthcare organizations like yours execute their business and IT strategies more effectively. These applications deliver robust support for finance, human resources, supply chain management, research and grants, and compliance. And, Infor provides the most widely adopted healthcare integration solutions to enable data connectivity—regardless of application or technology—across clinical, financial, and operational source systems.

Stay on track financially

Infor Healthcare supplies comprehensive, integrated best practices for managing core accounting processes, budgets, assets, projects, and grants. It puts you in control of your financial operations to help you contain costs and manage margins. You'll consolidate data from disparate sources, reconcile for period-end closings, and benefit from increased visibility of activities that impact finances across the enterprise. You'll be able to plan more effectively and make the most of your resources.

Reduce spend and improve care

With Infor Healthcare you can fully automate the procure-to-pay process. You'll spend less time on administration and more time on securing reliable suppliers, negotiating competitive pricing, and driving sustainable costs savings. You'll also benefit from greater visibility and reliability in your inventory, avoiding stock outs and rush orders for surgical tools and supplies. Most importantly, Infor delivers the capabilities necessary for handling industry standards such GLN and GTIN for optimizing GS1 standards with your trading partners.

Employ the best talent

Manage your human capital management processes with contemporary strategies and technologies at a lower cost. Leverage feature-rich integrated talent management capabilities that improve organizational insight of talent and help guide HR executives on the right hiring and training strategies. Couple your foundational HR activities with healthcare-specific workforce scheduling solutions to ensure patient quality is aligned to workforce management.

Manage overall performance

Streamline and improve the effectiveness of your strategic management, planning and budgeting, forecasting, financial consolidation, and financial reporting processes. Gain the ability to monitor key business-specific performance indicators to support effective decision making. You'll gain easy access to trusted information and strategic insight to better predict future business outcomes. And you'll have the governance and control to respond to risk and regulatory requirements.

Operate more efficiently

Streamline all the tactics of capital asset lifecycle management, including work order management, inventory control, preventive maintenance, parts management, contract and warranty management, resource scheduling, and regulatory reporting. Maintenance plans, use of labor, service contracts, and expenditures for all assets are visible. Synchronize the management, movement, and safety of facilities, medical equipment, and IT assets and the resources that interface with them, all from a single solution.

A new way of working

What if you could not only improve the efficiency of your business processes, but reinvent them? If the time you wasted searching for information could be channeled into acting on it? If all your employees could be freed from their desks, so they could be productive from anywhere?

Infor Healthcare is built on groundbreaking technologies that deliver new levels of usability, connectivity, and insight. Based on the latest advances from both the consumer and enterprise worlds, these technologies change everything.

Get organized. Role-based dashboards and powerful personalization tools let you arrange graphs, key metrics, priority alerts, and favorite inquiries on a single screen, giving you one place to go for all the information you need to make better decisions, faster.

Get mobile. Infor mobile applications put the power of your Infor solutions on your tablet or smartphone, so you can be productive anytime, from anywhere. With Infor mobile applications, out of the office doesn't mean out of touch.

Get confident

With warehouse inventory in one system, requisitions in another, and maintenance records in yet a third, it can be almost impossible to get a complete picture of your business. Infor's ION technology simplifies connectivity between your existing applications, both Infor and non-Infor. You get seamless integration and a unified user experience across all your systems.

Infor's leading clinical integration technologies, Cloverleaf™, create a sustainable foundation for health organizations to proactively manage, coordinate, and share data across their enterprise to improve quality and care outcomes. Infor Cloverleaf provides a common infrastructure to connect data, doctors, and communities. Regardless of the source system, message format, or transmission protocol, Cloverleaf provides secure integration messaging, monitoring, archiving, resiliency, and cost-efficient interoperability via industry standard protocol and web services.

Get insight. Infor Healthcare provides a single, reliable source for all your reports—even when information is drawn from multiple systems across your business. Out-of-the-box, you get powerful role-based reports and industry-specific business intelligence. Including well over 300 pre-built KPIs, derived from our 25 years in the healthcare industry.

Get social. With our social collaboration capabilities, you can transform the way your organization works. Imagine being able to work together on the same project or document in real-time. Everyone in your organization will be able to work in communities of shared interests, collaborate more effectively, improve processes, and experience new ways of working to act faster, be more productive, and get better results.

Built for results

Infor is committed to the continued enhancement of the applications within our healthcare portfolio so that each remains the ideal choice for delivering operational standards, new market growth, driving sustainable finances in new economics of care, and optimizing resources in pursuit of excellence in care. By preserving the value of your technology investment over the long haul, we enable you to capitalize on our own aggressive investment strategy of continuous innovation—taking the best of new technologies and making them part of our core applications.

With our healthcare solutions you can:

- Make improved business processes a core competency
- Consolidate your enterprise software landscape to reduce costs
- Scale operations for greater productivity and connectivity
- Optimize process execution, insight, and decision making with in-context business intelligence
- Leverage healthcare-specific application and technology features, with a focus on configurations (instead of customizations) that carry forward in future upgrades
- Reduce delivery costs through improved efficiencies and expense reduction
- Standardize, centralize, and automate business processes
- Move from silo-driven data to hospital-wide information simultaneously across the enterprise
- Connect for improved collaboration versus coordination
- Deliver more predictable service performance and business outcomes

Infor in action

No matter what your role in the healthcare continuum your organization occupies, our solutions can help you solve your most pressing challenges. Take a look at some of our success stories:

Solutions to support growth

Thanks to Infor Healthcare, one of the largest nonprofit healthcare organizations in the United States has been able to combine organizations, acquire additional organizations, and bring on new sites to meet rapid population growth in their market—where 100,000 new residents arrive annually. The health system, through its enterprise-wide deployment of Infor solutions, has been able to centralize operations across financials, supply chain, and human resources, resulting in millions of dollars in annual savings. These dollars can now be redirected to patient-centric programs. Twenty-four months following this deployment, the organization achieved a 3.5% reduction in supply costs, representing nearly $16.3 million in savings.

Five-year ROI of 483%

With a vision to stay competitive in a marketplace that is filled with many other hospitals, this regional, 350-bed hospital selected Infor because it offered a true single-supplier solution. The implementation of Infor solutions not only paid for itself in less than 11 months, but for the first time the hospital had an enterprise-wide view of data enabling managers to more accurately forecast and budget. Materials management personnel were better equipped to obtain competitive vendor quotes and achieve more favorable pricing structures due to a consolidated item master. Today, growing workloads are easily managed thanks to an increased reliance on the automation provided by Infor solutions.

Sustainable improvements

As a national provider of high quality hospice and palliative services, this extended care organization turned to Infor solutions to streamline business processes. Their ROI came almost immediately—because manual processes were replaced by automated ones, the organization was able to reduce the time to close from 15 days to eight days, and establish a five-day close as a new goal. In addition, cash reconciliations are now easily performed on a weekly basis, instead of one month after close. A reduction in manual processes also meant that fewer personnel were needed to support those processes. The organization was able to reduce the clerical staff ratio by 25% to one clerical resource for every 200 patients, helping to improve its overall profit margin.

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About Infor.

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.

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INF1230024-1259752-EN-US-1012-1