



Infor HR Knowledgebase/Portal

Provide better self-service experiences

For many employers, HR portals have not met expectations. That's because most portals contain out-of-date, static information—most of which isn't relevant to an employee's immediate need. And, information is not integrated to transactions. When employees can't get the info they need, and then complete a transaction seamlessly, they give up and call HR.

To create a truly dynamic portal that employees will use, as Tier-0 response, it is critical to apply a personalized, searchable knowledgebase that helps provide relevant information, with intuitive links to other related content, and in context to the transaction the employee is trying to complete. That's why so many employers are turning to Infor® HR Knowledgebase/Portal.

The HR Knowledgebase/Portal is an online, one-stop shop for all workforce communications and decision support. It's personalized, so employees only see information that pertains to them. And powerful search makes relevant information never more than two clicks away. And because Infor maintains the content, it's up-to-date, accurate, and ensures compliance with state and federal regulations freeing your HR resources for more strategic tasks.

Integrate your portal platform

The HR Knowledgebase/Portal integrates with your employee, manager, and benefits self-service transaction systems to allow employees to seamlessly get information and complete transactions in a single session. They can do things like compare benefit plans and then enroll in a plan during open enrollment. The Knowledgebase can stand alone as your HR Portal, or drop into existing portals, such as WebSphere® or SharePoint®, as an HR-specific interface that fuses all HR information and transactions with a single sign-on.

Enhance employee communications

Personalized, searchable handbooks, policies, and work/life events increase productivity, free HR time, promote loyalty, and ensure fair, consistent execution of policies. Employees get:

- **Comprehensive checklists:** “To do” lists and links to relevant resources.
- **Links to related policies:** For example, “getting married” event list links to vacation policy content.
- **Intuitive interlinking:** Step-by-step approach anticipates employee questions. Provides guidance to individuals based on search criteria and links to relevant event checklists.
- **Confidential management of sensitive employee issues:** Employees can leverage EAP content on sensitive issues, such as divorce or substance abuse, with complete confidentiality.
- **Electronic acknowledgement of policies:** Helps promote compliance.

Offer benefit decision support

Promote informed benefits consumerism to drive employees to the right plans—containing costs for you and your workforce. This includes:

- Innovative tools, such as dynamic plan comparison, medical cost estimator, FSA calculator, retirement calculators, CDHP tools, and much more.
- Views that show employees and new-hires only the benefits for which they're eligible.
- Support tools in context to benefits self-service.
- 24x7 online availability for use at home with spouse or partner.
- Activities to facilitate 100% paperless enrollment.
- Innovative calculators to increase CDHP participation.
- Risk assessments and more to promote wellness.

- Extensive analytics to fine-tune plans based on employee usage and trends.

Improve manager communications

You can help managers be more effective while mitigating risk. The Infor HR Knowledgebase delivers managers:

- Personalized manager's handbook based on roles.
- Manager best practices for labor relations, leadership, management skills, hiring/termination, safety, risk management, and more.
- Just-in-time manager coaching for budgeting, salary changes, appraisals, retention, and more.

Avoid HR noncompliance

Improve compliance with organizational policies, as well as state and federal laws, and regulations.

Thousands of up-to-date state and federal regulations provided by the Bureau of National Affairs (BNA). Avoid noncompliance with:

- **Quick cases:** Examples of applicable scenarios.
- **Fast answers:** Instant answers to thousands of questions.
- **Research chapters:** Step-by-step guides for handling hundreds of specific situations.

- **Model documents:** Forms, notices, checklists, and more.
- **State and federal law summaries:** Summaries of new and pending changes to specific laws.
- **Interactive federal forms:** W-2, I9, W-4, and more.
- **Weekly updates:** News and trends.
- **Best practices:** Case studies and checklists.

Improve HR's contribution

Infor HR Knowledgebase/Portal provides personalized, searchable information for employee self-service with fewer resources at lower costs. As employees gain access to the information they need, instead of calling HR, efficiency rises and HR can focus on more strategic activities.



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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.

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