Infor Enwisen HR Service Delivery

Deliver better HR services

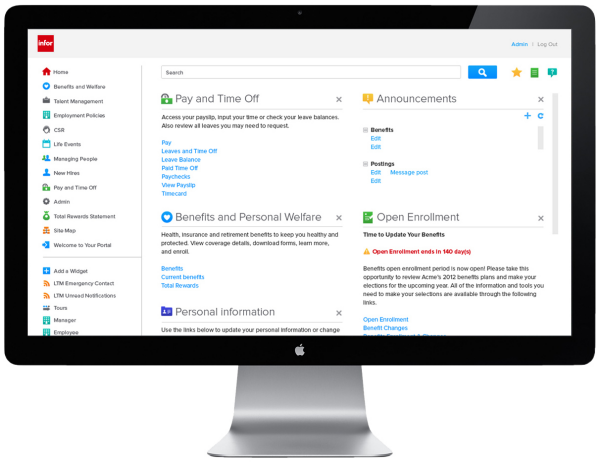
Do you want to deliver better HR services without breaking the bank? Infor™ Enwisen HR Service Delivery can help you get there. It's like giving every member of your workforce their own HR assistant—available 24/7—to provide the personalized, accurate information they need to create and update their 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 Lawson customers 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/Offboarding

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

- Engage new employees with a personalized new-hire experience.
- Provide offboarded employees with the information they need in a personalized portal, 24/7, outside the corporate firewall.
- Contain healthcare costs by promoting informed employee benefits decision support.

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 Enwisen 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 Enwisen 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 (such as divorce) or conditions associated with employee assistance programs.

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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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