

Infor10 WFM (Workbrain) for Hospitality

Control costs

In the hospitality industry, few things have more impact on the bottom line than the way a company manages its workforce. After all, in the typical hospitality company labor represents more than 50% of operational costs and is one of the fastest growing expenses. But it's not just a question of finding ways to control your largest expense.

There is an equally important impact on revenue because a coordinated and motivated workforce is essential if you are to satisfy customers and keep them coming back. And in a time of economic uncertainty and intensifying competition, no hospitality company can risk alienating its customers.

Against this backdrop, forward thinking hospitality companies are seeking an advanced workforce management solution that integrates easily with their IT infrastructure to help control costs, increase revenue, and sustain customer satisfaction.

Leverage experience.

Infor10™ WFM (Workbrain) for Hospitality addresses the key challenges of workforce management in the hospitality industry, including compliance with the Family and Medical Leave Act (FMLA), automation of pay rules and policies, and the need for detailed reporting and analytics.

Infor10 WFM (Workbrain) for Hospitality is an integrated solution with well-developed capabilities that address the key challenges of workforce management in the hospitality industry.

Leveraging Infor's extensive hospitality industry expertise, the solution empowers employees with self-service capabilities while efficiently managing complex hospitality workforce requirements.

On-demand training, accessed directly from data entry screens, make the solution easy to learn and use. By providing analytical tools to meet financial goals and compliance requirements, Infor10 WFM (Workbrain) for Hospitality can contribute significantly to long-term bottom line success. Infor's workforce management solutions are serving the needs of more companies with greater than 100,000 employees than any other solution.

Get business specific.

Infor10 WFM (Workbrain) for Hospitality delivers specific capabilities in workforce scheduling, time and attendance, absence management, performance management, and workforce planning to help hospitality companies address their most pressing workforce management challenges.

Built from the ground up with a pure web-based architecture that requires zero footprint and uses J2EE™ (Java 2 Enterprise Edition) for unmatched flexibility in choosing technology standards, the solution integrates easily with other systems.

This advanced architecture enables easy localization, access control configuration, and extensive configurability without costly code changes. The solution, which is easily integrated Infor10 HCM iEnterprise (Infinium) can scale to support one million users without compromising performance. Key components of Infor10 WFM (Workbrain) for Hospitality include:

WFM Scheduling

Infor10 WFM Scheduling (Workbrain) streamlines the scheduling process for managers and employees through the use of self-service capabilities and management tools. Using an intuitive web-based interface, employees can communicate their availability and collaborate with management to set their schedules.

For managers, the real-time visibility into staffing situations and the ability to post unstaffed shifts for employees to select, reduces the time spent on administrative tasks and improves employee coverage. Managers also have schedule compliance capabilities to ensure that scheduling rules and union rules are being followed.

With Infor10 WFM Scheduling (Workbrain), you no longer have to depend on disconnected, standalone spreadsheets and processes, or go through lengthy and error-prone aggregation, synchronization, and edit cycles to effectively plan your workforce deployment.

By increasing staff satisfaction through empowerment, the solution helps to reduce turnover so hospitality companies spend less time and money on unnecessary recruiting, hiring, and training.

WFM Time & Attendance.

Infor10 WFM Time & Attendance (Workbrain) automates 100% of your organization's pay rules without requiring costly changes to core code and without compromising upgradeability. The solution features rules to handle overtime and on-call premiums, tips and tip compliance, dual rates, retroactive pay adjustments, shift differentials, entitlements, and balance accruals to ensure accurate employee pay while reducing the resources required to process payroll.

With WFM Time & Attendance, employees can view personal information such as vacation time and other balances, request time off, and communicate with managers and teammates for efficient and productive self-service.

The solution automates time capture and payroll calculation processes to provide the critical data foundation managers need to access complete, comprehensive, and real-time workforce activity data. The component enables managers to manage staffing by exception for improved efficiency and easier adherence to labor agreement terms.

WFM Time & Attendance provides real-time employee clock data, allowing managers to immediately re-deploy employees to fill unplanned coverage gaps. Managers also can proactively manage late punch-ins, and unscheduled and incidental overtime.

WFM Absence Management.

Infor10 WFM Absence Management (Workbrain) provides a centralized system for managing, reporting, and analyzing all employee absences to eliminate fragmented business processes and more effectively manage employee leaves.

The solution includes Attendance Management for maintaining an attendance history by employee and delivering reports and notification of violations based on your organizations unique settings. With WFM Absence Management, hospitality managers can leverage the efficiencies of a single, integrated process and unprecedented visibility into staff availability to analyze absence trends and patterns.

Infor10 WFM (Workbrain) for Hospitality can help your organization deliver high customer service levels without sacrificing financial performance.

WFM Performance Management.

Infor10 WFM Performance Management (Workbrain) helps you better monitor and manage your workforce through the use of powerful analytics and reporting tools that are fully integrated with the overall Infor10 WFM Workbrain for Hospitality solution.

Advanced workforce reporting and analysis capabilities give managers actionable, real-time insight into the overall performance of the facility. Role-specific dashboards provide real-time information on job-specific and department-specific key performance indicators such as labor spend, overtime, and attendance. Access to this information gives managers the ability to make real-time, mid-pay period adjustments so they can better achieve budget goals and objectives.

WFM Planning

Infor10 WFM Planning (Workbrain) helps ensure the effectiveness of ongoing staffing plans by providing managers with tools to leverage detailed historical staffing information.

See results now.

Infor10 WFM (Workbrain) for Hospitality can help your organization deliver high customer service levels without sacrificing financial performance. With labor costs representing the largest and fastest growing expense item, significant strategic value can be achieved when hospitality companies improve workforce performance. Some of the specific benefits of Infor10 WFM (Workbrain) for Hospitality include:

- High customer satisfaction through enhanced customer service
- A reduction in gross payroll by as much as 6%
- Increased scheduling efficiency through self-service capabilities and functionality for analyzing staffing effectiveness
- A reduction in the time spent on staffing
- More employee satisfaction with schedules and better coverage
- A reduction in the employee turnover rate for significant cost avoidance
- 100% automation of pay rules
- Increased flexibility and visibility to reassign or re-deploy employees to fill unplanned coverage gaps
- Better alignment of your workforce with strategic business objectives

About Infor.

Infor is a leading provider of business software and services, helping more than 70,000 customers in 164 countries improve operations and drive growth. To learn more about Infor, please visit www.infor.com.

Infor Corporate Headquarters
13560 Morris Road
Suite 4100
Alpharetta, Georgia 30004
USA
Phone: +1(800) 260 2640

INFOR™

www.infor.com