Infor HCM for Hospitality

Control costs and increase revenue

In the hospitality industry, few things have more impact on the bottom line than the way a company chooses and manages its workforce. After all, labor represents more than 50% of operational costs and is one of the fastest-growing expenses in the typical hospitality company. Yet like many hospitality companies, yours may be facing numerous internal and external challenges that prevent you from fully taking advantage of your human capital. To meet these challenges, you need an advanced human capital management (HCM) solution that integrates easily with your IT infrastructure to help control costs, increase revenue, and sustain customer satisfaction.

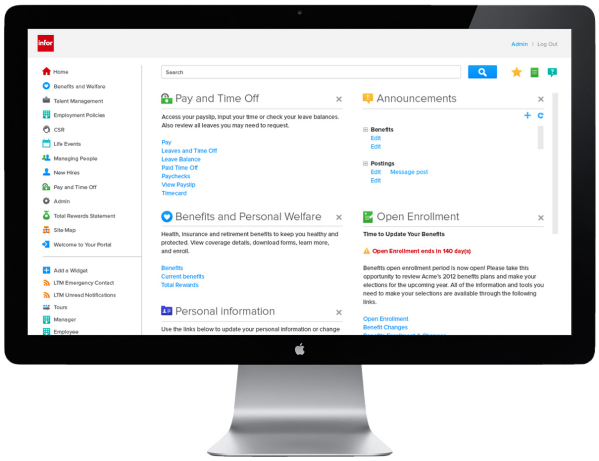
Change the way you work

Solve your toughest business challenges with Infor™ HCM for Hospitality, which was developed around the premise that knowledge + speed = profit. You'll get a comprehensive set of business-specific solutions with years of hospitality experience built in to help you implement complete recruitment-to-retirement HR processes, supporting your long-term strategy. And because you'll have tight integration between HCM and enterprise resource planning (ERP), your HR solution will play a strategic role in your business.

Get the specifics

You can leverage your existing technology investments with Infor HCM for Hospitality. Get flexible, scalable, easy-to-integrate solutions that help you:

- Achieve low total cost of ownership.
- Deliver better HR services with fewer dedicated resources and lower costs.
- Identify the critical talent in your organization, and actively manage and nurture it.
- Support core and mission-critical HR processes.



- Reduce labor costs and optimize staff coverage.
- Address the impact of evolving workforce demographics on your company.

Among other things, you'll be able to:

- **Extract the highest possible value from your workforce.** With Infor Human Resource Management, you can support business operations such as payroll, benefits, and absence management.
- **Consistently hire the most qualified candidates, and retain the best and brightest employees.** With Infor Talent Management, you can optimize your human capital in many different ways, from talent acquisition and performance management to compensation management and succession planning.
- **Deliver better HR services—without breaking the bank.** With Infor Enwisen HR Service Delivery, every member of your workforce can manage their employee information through a 24x7 self-service HR portal. That means they'll be able to create and update their own HR records, stay up to date on company policies, and fully understand their total compensation. And when your employees can't find answers to HR questions on their own, they can reach out to your HR service representatives, who can easily manage inquiries with Infor HR Case Management.

- **Orchestrate all steps in new-hire and separation processes for employees, hiring and line managers, and HR.** With Infor Onboarding and Offboarding, you can engage new employees with a personalized new-hire experience, provide off-boarded employees with the information they need via a personalized 24x7 portal outside the corporate firewall, and contain healthcare costs by providing employees with the support they need to make informed decisions.
- **Optimize workforce scheduling, time and attendance, absence management, performance management, and workforce planning.** With Infor Workforce Management, you can address 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 detailed reporting and analytics.

Reimagine enterprise software

You need to do more than control your largest expense. You also need to have a coordinated and motivated workforce in order to satisfy your guests and keep them coming back.

With Infor HCM for Hospitality, you can:

- Reduce the cost of providing services to employees by 20-50%.
- Provide employees and managers with a portal where they can get their own answers to HR questions 80-90% of the time.

Streamline human resource processes across your entire operation to save money and increase employee morale with Infor HCM for Hospitality.

- Empower a fewer number of HR customer service representatives to manage more complicated calls, with record-breaking first-call resolution rates.
- Allow HR to provide more value at the business unit level.
- Help employees understand and leverage their total compensation.

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About Infor.

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