

CUSTOMER INNOVATION STUDY

Concordia Plan Services

saves over \$400,000 by moving its
Infor applications to the cloud

“ We moved to the **Infor® cloud powered by Amazon® Web Services (AWS)** from a managed service arrangement with Xerox®. With the size and efficiency of the operation, economies of scale are achieved and value can be passed on to end consumers like us. We now have an outstanding disaster recovery approach, and are HIPAA compliant. We are confident our data is more secure in the Infor Cloud.”

Bill Hofrichter

Chief Operating Officer, Concordia Plan Services



infor.com/customers

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Facts at a glance



HEADQUARTERS

St Louis, MO



INDUSTRY

Healthcare



EMPLOYEES

21,000



IMPLEMENTATION PARTNERS

Infor Consulting Services (ICS)



WEB SITE

concordiaplans.org



INFOR PRODUCTS

Infor CloudSuite™ Healthcare, Infor® CRM, Infor HR Knowledgebase, Infor Xtreme Elite

Executive overview

Situation analysis

- Continue to grow the number of employers Concordia serves by instituting a formalized solution for business development and customer relationship management.
- Increase customer service levels by providing a self-service member portal that provides a consolidated and personal view of all plan and policy details.
- Decide whether to upgrade Infor applications to their latest versions and reevaluate existing relationship with hosting provider Xerox®.

Innovation strategy

- Conduct a total cost of ownership analysis to gain a comprehensive view of the cost differences between deploying Infor applications in the cloud versus the current arrangement with Xerox.
- Upgrade Infor applications to the latest versions and move them to the Infor cloud.
- Support employer and member growth by introducing Infor CRM.
- Create a member portal to better deliver information and improve customer service with Infor HR Knowledgebase.
- Leverage the Infor Xtreme Elite support customer team, so Infor can drive Concordia's outstanding deliverables across the various groups at Infor, like Infor Consulting Services, Infor Business Consulting, Infor Value Engineering, and Infor Product Development.

Results

- Reduced annual operating expenses by moving to a software as a service (SaaS) arrangement in the Infor cloud powered by Amazon® Web Services' competitive pricing and its partnership with Infor.
- Freed up headcount in the human resources department by automating the manual processes associated with the administration of open enrollment.
- Saved Concordia Plan Services executives' time by streamlining many of the interactions at Infor through Infor Xtreme Elite's customer success manager.

High level impact

\$400,000

savings in annual operating expenses associated the move from Xerox as a hosting provider to the Infor Cloud

2

positions in enrollment area redeployed as a result of the reduction in paperwork associated with 21,000 members

20% to 30%

reduction in time spent on Infor-related tasks as a result of enrolling in the Xtreme Elite support program and working with a customer success manager

Walking together



Expanding member services

Concordia Plan Services is a not-for-profit healthcare organization. Concordia provides health benefits as well as pension and disability benefits for the Lutheran Church Missouri Synod (LCMS), with operations spanning the US and internationally. Concordia delivers comprehensive employee benefits including health, retirement, disability, survivor, and specific resources for ministries. These benefits are available to the employees and families of LCMS's congregations, schools, and other special ministry organizations.

Throughout its history, Concordia has experienced reliable growth in its employer base. Looking to the future, the organization wanted to create a formalized business development group to increase its market penetration. Concordia also wanted to make its systems more convenient by adding a personalized customer-facing portal

that would consolidate information from multiple sources—delivering everything a member needs in one place. Concordia chose Infor CloudSuite Healthcare to reap the savings that comes with the efficiency the Infor Cloud powered by of Amazon Web Services' (AWS) cloud computing operations.

Saving time with Infor Xtreme Elite support



Concordia chose Infor Xtreme Elite support to make it easier to manage its Infor applications. With this offering, Concordia is assigned a customer success manager. The customer success manager is then able to work with the right Infor teams to deliver on Concordia's needs. With the time Infor Xtreme Elite has saved, Concordia now has more time to focus on strategic projects. In addition, Concordia has realized significant cost savings by upgrading to the latest versions of its Infor applications and moving to the cloud with Infor CloudSuite Healthcare.

Spreading the word with Infor CRM

Concordia is always looking to improve its customer service, maintain high customer retention levels, and add to its customer base. With Infor HR Knowledgebase, Concordia has created a member portal that delivers information directly to its members. Concordia is also using Infor CRM to support its new business development group. The cloud version of Infor CRM has given Concordia a complete view of all of its customer touch points across all of its customer service, support, marketing, and business development teams. Concordia is also engaged with Infor Consulting Services (ICS) to complete its implementations and upgrades and the relationship with ICS has led to change projects involving Infor Business Consulting and Infor Value Engineering.

“ We've worked with Infor Consulting Services on several projects related to a number of Infor products. Every time they have been very useful and really helpful not only in delivering successful implementations but also in pointing us in different directions. I don't believe we'd have gotten in touch with Infor's Business Consulting or Value Engineering groups if it hadn't been for some of the discussions we've had with them.”

Bill Hofrichter
Chief Operating Officer,
Concordia Plan Services

RESULTS

Benefiting from the Infor cloud

Value realized

Moving its Infor solutions to the Infor Cloud, Concordia has saved over \$400,000 in annual operating expenses. This choice allowed them to avoid a \$350,000 capital expenditure required for an on-premise deployment comprised of two host machines, a virtualized machine for development, testing and production, as well as additional storage to support the data and to prepare for disaster recovery. Concordia also avoided the \$300,000 in labor costs that would have gone toward hiring two to three additional employees to manage its technology infrastructure, including database administrators, Infor developers, and senior engineers. With Infor HR Knowledgebase providing Concordia's member portal, the number of inbound calls to the customer service departments decreased by 12%.

Infor Services

Concordia's Infor customer success manager handles support tickets, managing them and ensuring that they are addressed and resolved as soon as possible. For all of Concordia's employees who work directly with Infor applications, the customer success manager has helped reduce the time associated with Infor projects by 20% to 30%. Concordia has also engaged with Infor Business Process Consulting to learn how Infor can optimize its application landscape and reduce the number of customizations these applications need. During an initial review of Concordia's 224 total customizations, 67 were determined to be obsolete—even though they were carried over in the last upgrade.

Detailed impact

30%

reduction in customizations of Infor solutions as a result of the engagement with the Infor Value Engineering and Infor Business Process Consulting teams

\$300,000

labor cost savings compared to an on-premise deployment

\$350,000

saved in hardware costs versus an on-premise deployment

12%

reduction in inbound calls from members after Infor HR Knowledgebase was used to create a "mycps" portal

LOOKING AHEAD

Getting value from additional functionality

Thanks to Infor Business Process Consulting and Infor Value Engineering, Concordia expects to reduce the number of customizations it needs by more than 30%. Since taking Infor CRM live in early 2016, Concordia has been learning more about how its front line sales team can use the solution—thereby improving how information is reported to management. With strong user adoption, Concordia plans to extend its use of Infor CRM, so it can measure the impact of the newly expanded business development group, with business performance insights for the executive leadership team.

“

Infor’s highly qualified Value Engineering and Business Process Consulting teams did a fantastic job of making us feel comfortable and understanding our business. The workshops were collaborative and helpful and our internal team was fully engaged. The engagement helped us understand our problems and issues in a more detailed way and incorporated a process and a structure to help us work through them.”

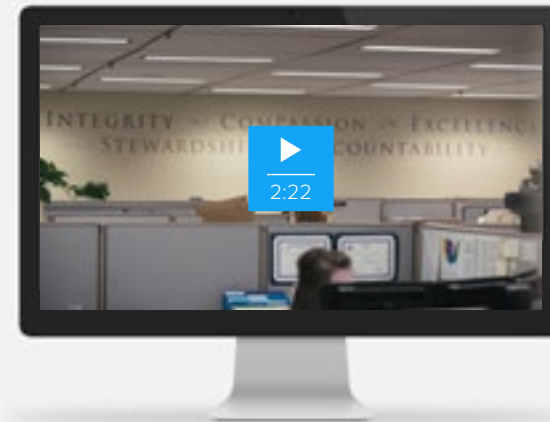
Mark Ross

Assistant Vice President of Technology,
Concordia Plan Services

Learn more

Hear about how Concordia Plan Services' saved more than \$400,000 in operating expenses by moving to the Infor cloud.

[Watch video >](#)



Innovation built for healthcare organizations

At Infor, we understand that the healthcare industry is unlike any other. That's why Infor Healthcare is specifically designed for your unique and pressing demands. Infor Healthcare offers science-driven, comprehensive, flexible solutions for all healthcare organizations. Our integrated suite can address 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 insights and intelligence.

[Infor CloudSuite Healthcare >](#)

Reduce costs, improve care, and lower risk

All around the world, the obstacles facing today's healthcare organizations include escalating costs, declining reimbursements, and stricter government regulations. At the same time, healthcare organizations must improve the quality of their care, optimize costs, reduce waste and fraud, and manage ongoing consolidations. Infor Healthcare delivers industry-leading healthcarespecific solutions, available on-premise or in the cloud, that are used by more than 5,000 organizations globally to transform the integration, planning, tracking, and management of a healthcare organization's most vital assets—people, supplies, clinical data, relationships, and financial resources.

[Infor Healthcare >](#)

Anywhere, purpose-built CRM

Your customer relationships are the driving force of your business. By offering a complete view of every customer touch point across your sales, marketing, customer service, and support teams, Infor CRM enables you to maximize the impact of every interaction—across the entire customer lifecycle—whether in the office or out in the field.

The best part about Infor CRM is that it's built for your business. Industry-specific capabilities, deep integration, and unparalleled flexibility and control in how you deploy, use, and pay for your solution offers a best-of-breed CRM solution without compromise.

[Infor CRM >](#)



Infor builds business software for specific industries in the cloud. With 15,000 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit www.infor.com.



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