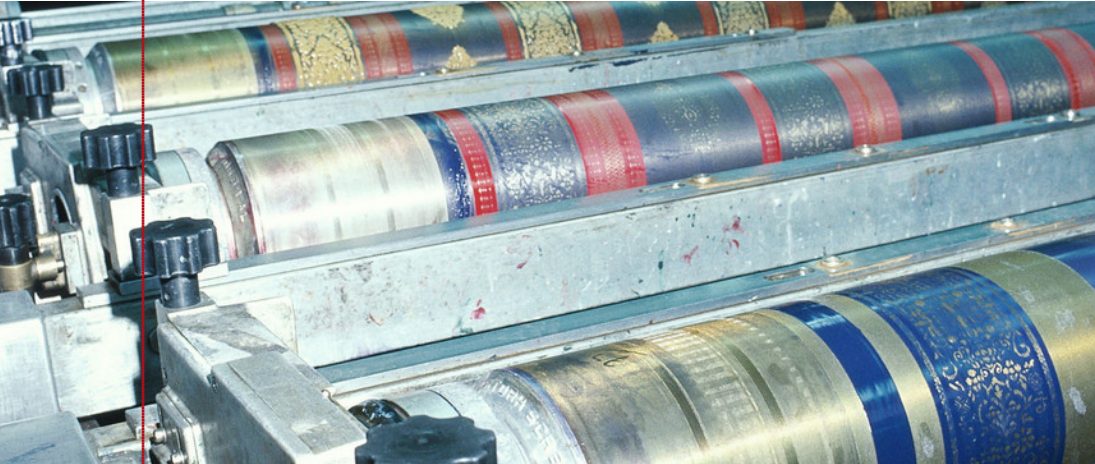


Interface Inc.



About the company.

Interface® Inc. is the world's leader in the design, production, and sales of modular carpet and a leading manufacturer and marketer of broadloom carpet, panel fabrics, and upholstery fabrics. Headquartered in Atlanta, Interface has manufacturing facilities on four continents and offices in more than 100 countries.

Interface is also a leader in industrial ecology. With the vision of becoming the world's first environmentally restorative company by 2020, Interface is pioneering management and manufacturing processes that will achieve this goal. The company has won numerous awards in sustainability, including the 2008 Sustainable Productivity Seal of Approval, SUPR Seal™. The seal-of-approval list ranks 505 companies in the top 14 business-to-business industries as the best in environmental sustainability. To learn more about Interface, visit www.interfaceinc.com.

“As we roll out more and more functionality from Infor's products, we continue to see an even greater return on our investment.”

LYNNE YATES, HRIS MANAGER,
INTERFACE INC.

Setting the strategy.

In the fiercely competitive global market, Interface Inc. has led the pack in continually searching for innovative ways to streamline all of its business operations to improve efficiency and ensure profitability. Founded by entrepreneur Ray Anderson, the company has remained focused on its initial vision of bringing modular carpet tile to a broader market.

While sustaining its entrepreneurial energy and drive, in the mid-1990s Interface also created a more comprehensive vision for the future: Every creative, manufacturing, and building decision will move the company closer to its goal of eliminating any negative environmental impact by the year 2020. Developing a model for sustainable business, Anderson reinvented Interface. This vision rapidly altered every aspect of the business, and created a culture of associates who are highly adaptable to change and highly committed to its success.

In an effort to further streamline its business, the company focused on one area where it had not yet automated its processes: human resources. According to Lynne Yates, HRIS manager at Interface, "All of our recruiting efforts were manual—all job-board postings, interview scheduling, and letters to applicants. In addition, because our chairman of the board, Ray Anderson, does so many speaking engagements about our sustainability mission, we constantly receive phone calls from people who are interested in working for Interface. We needed an efficient system of managing data in these areas."

Getting business specific.

In addition to recruitment of new employees, Interface also wanted to address the areas of payroll and employee benefits services, which also operated within mostly manual systems. The company began a search for software to adequately accommodate its all-inclusive needs in human resources.

Interface investigated products from several software suppliers, and Infor™ HCM Infinium was the chosen winner. But an even more definitive answer came in the form of a new employee. Yates explains, "I was first introduced to Infor HCM Infinium several years ago when I

facts at a glance:

> company	Interface Inc.
> solution	Infor HCM
> product	Infinium Self Service
> industry	Manufacturing
> revenue	US \$1.081 Billion
> employees	2,000
> country	USA

worked for another company that purchased and deployed the product. I was a member of the implementation team and therefore learned much about the product during that process." After the company was sold, Yates became employed with another company that did not use Infinium. She confesses, "I wasn't happy there because the product was inferior to Infinium. Ultimately, an Infinium consultant who had implemented the software at Interface asked me if I would be interested in a position available at Interface to support the application. Of course, I was very eager to get back into the Infinium environment."

Seeing results.

The first human capital management product to be implemented at Interface was Infor HCM Infinium with the payroll function. Yates says, "Two months after rolling out the core payroll product, Interface hired me to support the product and its users. When we initially introduced it, we were looking to be Y2K compliant and we certainly achieved that goal, but we accomplished much more than we were even expecting."

One area in which Interface saw unanticipated improvement was electronic data transmission to its benefit vendors. "We saw a big return on our investment because it simply keeps our benefits in synch with our benefit vendors, enabling us to save significantly on costs. It also replaced all manual processes that were

Interface Inc.

in place in payroll and HR. Our reporting was a manual process before implementation, and I'm now able to use a query tool and report on virtually any data that anybody wants—it's a powerful tool."

One reason that Yates believes Infor HCM Infinium is a superior product is its flexibility and ease of use. "The existence of exit points for inserting custom programming that lives outside the code means that new functional releases are much easier to load," Yates adds. "It's very user friendly, and it allows us to implement other products without ripping out the existing ones."

After deploying the payroll function, Interface made the decision to roll out Infor HCM Infinium Self Service, initially to use for benefits and open enrollment, but in large part to support its mission to achieve a zero carbon footprint. According to Yates, "It resulted in a drastic reduction in the amount of paper and data entry required. It was well received by our 2,000 U.S. employees on the system because they're committed to sustainability and saw Infor HCM Infinium Self Service as an important element in the success of that mission."

A few months after implementing Infor HCM Infinium Self Service, Interface also stopped printing direct-deposit slips. "Sustainability is a huge priority at Interface, and that mission factors in to all of our initiatives," Yates notes. "Infor HCM Infinium Self Service provides triple benefits. It makes our processes much more efficient, reduces our carbon footprint, and empowers employees to go online and own their personal data."

As a 15-year user of Infor HCM Infinium with the payroll function, Yates says she has placed many calls to the support desk. "I've developed wonderful relationships with everyone. A few years ago there was a death in my family, and the support team sent me a card. That showed me they cared about me and about their customers. The support I've received has been excellent."

More recently, Interface incorporated the recruitment module for several reasons. Yates declares, "The module automates most of our tasks: all job board postings, letters to candidates, and interview scheduling. More importantly, we can manage calls from people who are interested in working for Interface because of Ray Anderson's speaking engagements on our sustainability mission. Now we have a better face to show our potential employees."

“ Infor HCM Infinium Self Service provides triple benefits. It makes our processes much more efficient, reduces our carbon footprint, and empowers employees to go online and own their personal data. ”

LYNNE YATES, HRIS MANAGER, INTERFACE INC.

Yates concludes, "As we roll out more and more functionality from Infor's products, we continue to see an even greater return on our investment."

In summary, Infor HCM Infinium with payroll and recruitment functions and Infinium Self Service have helped Interface achieve the following:

- Saved significant money via data transmission to benefits vendors, ensuring payroll deductions and benefits are current
- Automated reporting and enabled use of any data via a powerful query tool
- Enabled easy, efficient loading of custom programming and new releases
- Drastically reduced paper use and data entry time via employee self-service benefits
- Automated recruitment tasks and improved recruitment possibilities

Doing business better.

Interface has remained diligent in seeking more ways to improve its business processes as it climbs to the summit of zero emissions. "Next, we'll be looking into talent management, succession planning, skills and competencies, and training," says Yates. "Because of our success with Infor products and our commitment to the sustainability mission, we are certainly looking at more Infor applications to help us meet our goals well into the future."

About Infor.

Customer Profile

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit www.infor.com.

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