Customer Profile

Kellogg Company Ensures Data Reliability with Infor Enwisen HR Service Delivery

Facts at a glance.

Solution: HCM
Products: Infor™ Enwisen HR Service Delivery
Industry: Food & Beverage/Prepared Foods
Country: USA

"After Kellogg acquired several companies, the employee benefit and policy platform became so complex that we needed a nimble system—HR Service Delivery—to move as fast as the business. We're now confident in the accuracy of our human capital data and have seen great improvement in employee satisfaction."

—Anne Paterra, Senior Director, HR Shared Services, Kellogg Co.

About the company.

Kellogg Company produces cereal and convenience foods, including cookies, crackers, fruit-flavored snacks, frozen waffles, and vegetarian foods. The company's many brands include Corn Flakes, Keebler, Morningstar Farms, and Famous Amos. Based in Battle Creek, MI, Kellogg manufactures products in 18 countries and markets them in more than 180 countries. To learn more, visit www.kelloggcompany.com.

Challenges.

- Provide more reliable human capital data, particularly across country borders.
- Eliminate highly customized system with one that would automate and leverage talent across the businesses.
- Implement an easy-to-use employee and manager self-service system.

Benefits.

- Gained high confidence in human capital data reliability, allowing management to make better decisions.
- Automated processes and standardized policies, improving business growth opportunities.
- Significantly improved the efficiency and simplicity of HR processes, saving costs.
- Achieved a high satisfaction rate among employees: maintains a caller program with no more than a 30-second wait, and less than a 5% caller abandonment rate; continues to exceed a first-call resolution goal of 50% by delivering 60% to 70%, and to exceed a first-day resolution goal of 60% by delivering 75% or higher.
- Implemented a central, comprehensive system that includes benefits and pay information, time recording, performance management, succession management, career development, compensation planning, employee and manager self-service, and a central multi-lingual service center.

"Our number one priority was to implement a standardized and centrally governed system. Infor HR Service Delivery provided a personalized HR portal to drive employee and manager self-service. Our goal was to maximize self-service adoption, and our survey results show employees as 'very satisfied."

—Anne Paterra, Senior Director, HR Shared Services, Kellogg Co.

641 Avenue of the Americas New York, NY 10011 800-260-2640 infor.com

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