Customer Profile

Mohegan Sun empowers employees with Infor Enwisen HR Service Delivery and Infinium Self Service

Facts at a glance

Solution: HCM
Products: Infor™ Enwisen HR Service Delivery, Infor Infinium Self Service
Industry: Hospitality/Entertainment and Gaming
Country: USA

"We've transformed our HR Service Delivery, eliminating paper and ensuring data accuracy with a standard process. We offer 24/7 employee service, and we've become a better team with improved process flows, reducing department silos and duplicated efforts. After that success, we've accelerated the manager self-service implementation."

—Jeffrey R. Hamilton,
VP of HR,
Mohegan Sun

About Mohegan Sun

Mohegan Sun, owned by the Mohegan Tribal Gaming Authority, is one of the largest, most distinctive entertainment, gaming, and shopping destinations in the US. Situated on 185 acres in southeastern Connecticut, Mohegan Sun is within easy access of New York, Boston, Hartford, and Providence. To learn more, visit www.mohegansun.com.

Challenges

- Reduce manual and paper processes.
- Minimize visits and calls to HR by giving employees 24/7 access to consistent, accurate data on HR policies, benefit plans, and government regulations.
- Offer improved overall customer service for employees.

Benefits

- Eliminated paper and reduced manual processes with their inherent errors, providing concise, accurate, and consistent information to employees via a 24/7 portal that they can access from anywhere.
- Reduced the HR administrative workload and costs, allowing staff to focus on more strategic activities.
- Gained 90% positive feedback from employees after a fast implementation, resulting in an accelerated timetable to implement manager self-service capabilities as the next phase.
- Demonstrated to senior management that financial gains result from not only process improvement, but from happier front-line employees who deliver better customer service to business patrons.

"We needed to get HR out of the paper-pushing business, and back to doing what HR does best: planning the resources we need to succeed and grow. Our #1 business driver was 'HR Anywhere, Anytime.' We wanted all employees to have easy access to consistent information, whenever they needed it."

—Jeffrey R. Hamilton,
Mohegan Sun

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INF1230003-1296336-EN-US-0413-1