



Altercare of OH turns knowledge into value with Infor Education Training

Facts at a glance



Headquarters
North Canton, OH



Revenue
\$ 138 million



Industry
Healthcare



Infor Products
Infor Lawson® Financials,
Infor E Series Payroll,
Infor Healthcare
Financial Analytics,
Infor Ming.le™,
Infor Smart Office



Employees
3,500



Web site
www.altercareonline.com

Dedicated to restoring patient health and quality of life

Altercare is a quality-focused healthcare organization providing skilled nursing care, rehabilitation services, post-acute medical care, assisted living, and care for people with Alzheimer’s disease and dementia. With headquarters in North Canton, Ohio, the company operates 19 rehabilitation and nursing care locations in Ohio and one in Michigan. As a family owned company, Altercare is dedicated to one simple principal—restoring the health and quality of life of their patients with care and compassion.

Business goals

- Eliminate manual data entry into two to three systems for payroll processing.
- Save time and increase efficiency with employee self-service.
- Reduce costs with system and organizational changes.



“The training courses helped us to understand the full scope of the product’s functionality. I have not taken a single class that didn’t help me do what I needed to do with the product. We have been able to spread what we learned to other employees by teaching them how to use the Infor Lawson add in tools; we would have never been able to do that in the past.”

Billie Lee, Director of IT, Altercare of OH



Accessing data whenever it's needed

Enabling quality data

Infor Education Power Training sessions gave Billie Lee and team the ability to teach other people how to use Infor Lawson add-in tools. With this knowledge, they were able to train the accounting staff to create queries with informed technical insight. Now, rather than being completely reliant on their IT team, members of the accounting staff have learned how to run their own queries. In addition, data quality is better, which ensures employee payroll deduction accuracy. Users always need a simple way to access data and the add-in tools make it possible to access data when they want it.

Business outcomes

- Implemented a single standardized payroll system.
- Attained employee satisfaction with self-service.
- Achieved time and cost savings through automated data entry into the system.



The instructor for payroll training kept explaining to us how much more we could do and how much better off we would be if we configured the system down to the position level. She convinced us that we would have lost a huge portion of our functionality otherwise, and in hindsight going for it was the best decision we ever made.”

Billie Lee, Director of IT, Altercare of OH

Standardizing the payroll system

Eliminating manual processes with automated rules

The advice and guidance of payroll training that the Altercare team received from the Infor Education instructors helped them understand the extent of the improvements they could gain with automation and use of the system. Previously, they had 34 payroll companies and 30 different people handling payroll and benefits for each company, and everyone did their work a little differently. However, by putting all that data into Infor Lawson's standard system and using the automated rules, they standardized all payroll processes and ensured that each employee was paid correctly. This resulted in hundreds of thousands of dollars in savings for the company. Now, instead of manual tracking, the automated payroll process allows the Altercare team to take a more granular look at expenses and the number of employees in each department.

Improving time management and cost savings

Automating processes in the finance department

One of the most important capabilities of the Infor solutions used at Altercare of Ohio is the ability to integrate a table through the automated payroll process. The organization has benefited from this in several ways, including time and cost savings and increased employee satisfaction. Standardizing 34 payroll companies through Infor Lawson Financials means that the 30 different people who are handling payroll are all working with the same rules, ensuring consistency and accuracy in the process. In addition, the process is significantly faster than the manual process. Interfaces between Infor Lawson and other systems eliminate the need to hand-key data into three or four systems; now, all employee data resides in the Infor Lawson system.

Enabling employees' self-service

Being able to access and change personal data at any time is priceless for Altercare of Ohio employees. Also, with assured data quality and integrity, the organization has peace of mind; employees know that all the details have been captured and all processes have been executed properly to ensure payroll accuracy and employee satisfaction.

