



Customer Snapshot

# Commonwealth of Pennsylvania improves services, reduces costs with Infor HR Service Delivery



## Facts at a glance

**Products:** Infor® HR Service Delivery

**Industry:** Public Sector

**Country:** United States

“One of our greatest challenges with implementing a shared services model for HR was to maintain or improve the level of service and communications our employees need and have come to expect from their agencies.

Our latest weekly statistics indicate that about 1,900 employee inquiries are received, managed and addressed in record time.”

—Jim Honchar, Deputy Secretary, HR and Management, Commonwealth of Pennsylvania

## About the Commonwealth

The executive branch of the Commonwealth of Pennsylvania has approximately 73,000 salaried employees who receive benefits, and 8,000 wage employees who work on a seasonal and part-time basis. There are 23 cabinet-level agencies, most with a human resources director who serves the respective agency. The HR Management office of the executive branch provides general oversight and guidance to all agencies. To learn more, visit [www.hrm.state.pa.us](http://www.hrm.state.pa.us).

## Challenges

- Provide more services with less staff and budget.
- Use one solution that could serve a diverse population with 2,500 different job classifications.
- Implement HR shared services center within limited timeframe.
- Prove to agencies the benefits of providing HR services through a single center rather than having each agency provide its own services.

## Why Infor?

- State-of-the-art automated call distribution system.
- Technology that combines a knowledgebase, case management, and onboarding solution.
- Ability to meet the Commonwealth’s ten-month timeframe for implementation.

## Benefits

- Saved \$3.5 million annually.
- Eliminated 70 positions through consolidation.
- Increased the level of service to 25,000 employees with limited Internet access.
- Of 1,900 employee calls received each week, able to answer 90% in less than 30 seconds.

“The case management and knowledge base tools provide instant access to information on employee and HR interactions, while also supporting consistent and efficient processing of customer inquiries and common HR transactions, including immediate escalation to our program partners when necessary. This technology allows us to provide 360 degree personalized service to our diverse employee population.”

—Jim Honchar, Deputy Secretary, HR and Management, Commonwealth of Pennsylvania

641 Avenue of the Americas    New York, NY 10011    800-260-2640    [infor.com](http://infor.com)

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