



# Community Bank System, Inc. gains efficiencies in human resource management with Infor Human Capital Management solutions

## Facts at a glance



Headquarters  
DeWitt, US



Industry  
Financial Services



Products and services  
Infor Global Human Resources, Infor Talent Management



Implementation partner  
Velocity Technology Solutions



Web site

[ir.communitybanksystem.com](http://ir.communitybanksystem.com)

## Transforming human resource management

Community Bank System, Inc. operates more than 200 customer facilities across Upstate New York and Northeastern Pennsylvania through its banking subsidiary, Community Bank, N.A. With assets of approximately \$8.6 billion, the DeWitt, N.Y. headquartered company is among the country's 150 largest financial institutions. To bring about greater accuracy and efficiency to its operations, Community Bank System, Inc. looked to Infor® solutions, including Infor Global Human Resources and Infor Talent Management.



We run an extremely lean HR department and have gained tremendous efficiencies with Infor solutions. Infor solutions allow us to successfully manage our business.”

Lorie Semmel, Director of HR Operations, Community Bank System, Inc.



## Superior accuracy and efficiency

### Automating operations

Infor Global Human Resources allows Community Bank System, Inc. to automate many of its operations and processes, including benefits administration—in what is now a paperless environment. With automated processes in place, clunky spreadsheets are no longer required and payroll errors have been drastically reduced because there's no longer a need for frequent manual intervention. With the employee/manager self-service capabilities of Infor Global Human Resources, along with Infor Talent Management's advanced functionality, managers can now perform transfer, promotion, evaluation, and compensation management actions all online. Managers can now make recommendations directly within the HR system, and once changes are approved, all systems are automatically updated. With a single, integrated solution for all of Community Bank System, Inc.'s human resource tasks, the organization has been able to improve efficiency and increase cost savings.

### Recruiting and retaining top talent

To help Community Bank System, Inc. move away from a decentralized, manual recruitment process, Infor Talent Management's Talent Acquisition module will allow managers to have better control of the hiring process. For instance, job openings can be posted online to better attract top talent and connect managers, ensuring that positions are filled quickly and with the best qualified candidates. Infor Talent Management's Goal Management, Development Planning Performance Management, and Compensation Management modules will allow Community Bank System, Inc. to increase employee retention by better aligning employee goals to corporate strategy. These Infor solutions will help Community Bank System, Inc. achieve its objectives and help the organization to see significant cost savings and reduce workforce turnover.



By investing significant resources into research and development, Infor provides competitive solutions that support greater operational efficiencies. All essential functionality is in one place and the system performs smoothly across all processes. Maintaining and administering the system is very easy.”

**Lorie Semmel, Community Bank System, Inc.**



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