



Customer Snapshot

Hershey Entertainment & Resorts expands HR service with upgrade to Infor HR Knowledgebase



Facts at a glance

Product: Infor® HR Knowledgebase

Industry: Hospitality

Country: US

“Infor HR Knowledgebase continues to be a very strategic investment for our organization. We chose to expand and upgrade with Infor because it has proven to us that it is a dedicated and involved partner.”

—Mike Yeagley, human resource technology manager, Hershey Entertainment & Resorts

About the company

Hershey Entertainment & Resorts was founded in 1927, when Milton S. Hershey separated his chocolate manufacturing operations from his other businesses. A privately held company, Hershey Entertainment Group is a premier concert destination that includes Giant Center, Hersheypark Stadium, The Star Pavilion, Hersheypark Arena, and Hershey Theatre. Hershey Resorts Group includes The Hotel Hershey, a Forbes four-star, AAA four-diamond hotel; Hershey Lodge; and Hersheypark Camping Resort. To learn more, visit www.hersheypa.com.

Challenges

- Provide better human resource service with fewer resources, at a lower cost.
- Take advantage of new features and enhancements in Infor HR Knowledgebase.
- Unify human resource solutions in a single interface.

Benefits

- Delivered enhanced, cost-effective human resource services with less HR staff intervention.
- Empowered knowledge administrators and content experts to take control of content with new functions and tools.
- Allowed employees to access information anywhere, anytime with a web portal that unifies multiple HR functions in a single application.
- Reinforced strategic investment in a proven solution, and strengthened the relationship with a dedicated partner.

“With this technology, we’re able to unify our HR and self-service solutions in a single interface and sign-on, allowing our teams to access information from virtually anywhere, at any time.”

—Mike Yeagley, human resource technology manager, Hershey Entertainment & Resorts

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