



# Hurley Medical Center gets real-world value from Infor Education and Support

## Facts at a glance



Headquarters  
Michigan, US



Industry  
Healthcare



Products and services  
Infor® Education,  
Infor Lawson®  
Enterprise  
Financial  
Management,  
Infor Cloverleaf  
Integration Suite®



Employees  
3,000



Web site  
[hurleymc.com](http://hurleymc.com)

## Keeping up with latest technology

Hurley Medical Center (Hurley) which is a level 1 trauma hospital was founded in 1908 and devotes itself to bringing innovative, leading-edge technology and medical services to the residents of Flint and Genesee counties in the US state of Michigan. Hurley is a 443-bed premier public teaching hospital recognized as a regional leader in advanced specialized health care. Every year, more than 20,000 people choose Hurley for their inpatient hospital care. Hurley's emergency department handles over 80,000 emergency cases annually. The organization relies on Infor® products and services to effectively run the organization and to stay current on the latest technology.



I would highly recommend Infor education. I have to say it is amazing training. It's very valuable and you don't get any better training. You can't teach yourself this material."

**Starr A. Salazar, Programmer Analyst, Hurley Medical Center**



# Comprehensive support and training

## Continuous support

Taking advantage of the comprehensive education classes and complete support offered by Infor, Hurley Medical Center not only successfully implemented but also manages upgradation of Infor products with a modest IT team of five people. Hurley's approach is to consider each module as a standalone installation and engage Infor support to resolve issues as they occur. Infor provides Hurley with a platform for instant and convenient interaction with the support team by raising a support ticket. Infor support then identifies the problem and works to provide a solution as soon as possible. This dynamic support allows the Hurley IT team to realize greater efficiency in their processes.

## Interactive and participant focused training

Hurley Medical Center continues to explore new product functionality and the latest technology by participating in Infor training sessions such as Tech Ed which was offered at a recent customer conference. These sessions provide Hurley with one-on-one interactive classes where participants can understand new features and updates in the software. These sessions also provide the participants with an environment away from day-to-day routine where they can benefit from uninterrupted learning. Participants often develop a professional relationship with the trainers that continues beyond the classroom. In addition, the take-home training material provided by Infor trainers becomes a valuable, ongoing reference resource that can help address any questions that arise later on.

“

I value the opportunity to go off to training and focus one-on-one with a trainer instead of being at work and being interrupted. The Infor trainers are amazing and they stick by you even after you leave training.”

**Starr A. Salazar, Programmer Analyst,  
Hurley Medical Center**



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INFDTPI485970-en-US-0316-1