









Borgata Hotel Casino & Spa improves time and attendance management using Infor Workforce Management

About the company

Located in Atlantic City's Marina District, Borgata Hotel Casino & Spa features 2,000 guest rooms and suites; 161,000 square feet of gaming; 184 gaming tables; 3,038 slot machines; a 75+ table poker room; 10 retail boutiques; 5 acclaimed fine dining restaurants by renowned chefs; 9 casual dining options; a 54,000 square foot spa; 70,000 square feet of event space; 4 signature nightlife experiences; and parking for 7,100 cars. The market-leading resort also features Atlantic City's first cosmopolitan hotel experience, The Water Club at Borgata, with 800 guest rooms and suites; a 36,000 square foot spa; and 18,000 square feet of meeting space. To learn more visit www.theborgata.com.

Facts at-a-glance

 COMPANY Borgata Hotel Casino & Spa	 HEADQUARTERS Atlantic City, New Jersey	 PARTNER Infor Services	 OPERATING REVENUE \$191,163,000 US (2015)
 INDUSTRY Hospitality, Travel & Leisure	 EMPLOYEES 5500+	 INFOR PRODUCT Infor® Workforce Management (WFM)	 WEB SITE www.theborgata.com

Business goals

- More accurately pay, track, and audit employee time and pay.
- Integrate information across siloed departments.
- Simplify and standardize employee scheduling, time entry, and payroll across all departments.

“Infor Workforce Management allows our Borgata employees to maximize their time and labor with regard to a myriad of issues including editing exceptions.”

John Forelli, Vice President of Information Technology,
Borgata Hotel Casino & Spa

Developing integrated departments through increased visibility

Driving improvements in employee management

Borgata Hotel Casino & Spa in Atlantic City offers an unparalleled entertainment experience on the East Coast. The 2800 room stylish casino-hotel, located at Renaissance Pointe, rivals the experience once found only in cities such as New York City and Las Vegas. Borgata has experienced overwhelming popularity and near-capacity occupancy since its debut. Borgata wanted to implement software with the capabilities to integrate information throughout siloed departments. Desiring to add visibility into employee pay and scheduling to maximize financial awareness, Borgata chose to implement Infor Workforce Management (WFM). Borgata chose Infor because of the company's ability to provide business software that would simplify the workforce management process. Infor WFM integrates into other third-party applications with intuitive interfaces and preserves the organization's clock hardware investment. Moreover, utilizing Infor WFM gave Borgata the ability to extract additional benefits from their clock hardware.

Strong HCM functionality delivers business advantages

Infor Time and Attendance for Casinos and Infor Workforce Performance will help Borgata reduce payroll costs, automate pay rules, and provide clear visibility into every aspect of labor. Infor Workforce Time & Attendance will automate employee balance accruals and time-off requests, producing a more accurate staffing schedule for managers to review in real-time. Infor Workforce Performance will provide Borgata Hotel Casino & Spa with real-time strategic insight into key performance indicators, so staff can spend less time searching for information and more time doing job-specific tasks. Improved employee attendance management maintains detailed attendance histories for employees, recognizes individual or group patterns, and proactively notifies supervisors when necessary.

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We've achieved nearly perfect accuracy in pay hours allocated to employees, while also reducing the time spent making changes within the system.”

John Forelli, Vice President of Information Technology,
Borgata Hotel Casino & Spa



Achieving a successful implementation

Infor Services provides insightful assistance

Along with the improvement to work flow processes, Borgata was able to implement Infor WFM with no major setbacks. Additionally, with the help of Infor Services, Borgata's implementation was completed on-time and under budget. Infor Services provided fast response and complete project management, along with functional and technical expertise across all areas within the scope of the project.

Business outcomes



Reduced gross payroll expenses.



Increased scheduling efficiency through self-service capabilities.



Added functionality for analyzing staffing effectiveness, without disrupting hardware currently in use.



Improved employee satisfaction with schedules and better coverage.

