



Infor Workforce Management

Control labor costs

Critical to the success of virtually all companies is controlling labor costs in ways that maintain productivity, customer service levels, and compliance. It's a balancing act. You can't succeed if you only focus on minimizing the cost of your labor. You also won't succeed if you pay little regard to labor costs as you try to maximize production or ensure 100% compliance with labor rules and government regulations. The key is to find a way to get a better return on your investment in labor.

Companies that take a strategic approach to workforce planning, scheduling, time and attendance, analysis, and reporting will inevitably be better positioned to control labor cost without jeopardizing other critical business metrics.

Align workforce management with strategy

Infor® Workforce Management is a comprehensive solution that helps companies around the world align workforce management processes with corporate strategy to improve bottom-line business results. The solution features integrated modules for addressing all critical workforce management requirements, including planning, time and attendance, workforce mobility, employee transaction manager, performance management, and compliance.

Infor Workforce Management is ideal for any organization with challenging workforce management requirements, from small operations to those with more than one million users. More companies with greater than 100,000 employees use Infor Workforce Management than any other workforce management solution.

With this solution, you'll improve operational execution and make workforce management a strategic asset. The solution is helping companies like yours:

- Automate key workforce management processes
- Incorporate workforce management best practices
- Anticipate workforce demands and schedule the right coverage
- Better analyze workforce data
- Comply with complex regulations and rules
- Maximize business value from your workforce

Designed with a pure web-based architecture that uses J2EE™ (Java 2 Enterprise Edition) to give you flexibility in your technology choices, Infor Workforce Management is easy to administer and support, and requires minimal hardware. The solution features single-server multilingual capabilities that meet the requirements of companies with a complex global workforce.

Workforce planning

Infor Workforce Management streamlines and automates the workforce planning process so you can accurately plan your workforce deployment. The Workforce Planning module helps eliminate costs, time, and errors from the budgeting and planning processes. It also integrates annual and periodic forecasting activities with weekly workforce management execution. The module features:

Budget creation—Use historical performance, standards, and productivity factors to create a bottom-up labor budget that covers forecasted business demand. Align workforce budget results with the top-down budget developed by your finance department.

Budget management—Streamline the solicitation and approval processes for the workforce budget. Automatically prompt users to participate in the editing workflow. Ensure process compliance with dashboards and alerts.

Workforce scheduling

No two companies have the same combination of customer demand, union rules, government regulations, and corporate policies driving their workforce scheduling processes. To meet the diverse requirements of your customers, the Workforce Scheduling module offers several schedulers, all of which are integrated with the core Workforce Management solution. The scheduling options include:

Multi-view scheduler—Create and edit sophisticated schedules by automatically assigning employees to meet required demand. Easily find appropriate replacement employees when necessary. Access real-time workload coverage indicators and key workforce summary statistics. Easily book employee time off.

Labor forecasting and schedule optimization—Solve your most challenging workforce scheduling challenges. Develop schedules mathematically, considering all potential variables that affect your business in real time to consistently create optimized schedules. Each scheduler provides many common capabilities:

- Employees can document their availability for shifts and balance their work/life preferences
- Employees can set their own schedules using an intuitive web-based interface
- Managers can modify schedules or fill unexpected gaps as they happen, using email or their mobile device
- Your company can create schedules that are fully compliant with union rules, government regulations, and corporate policies
- Your company can distribute optimized schedules over the Internet or your intranet, or through employee kiosks or a mobile device

Workforce time and attendance

By using the Workforce Time and Attendance module, your payroll department can reduce errors and overpayments by validating time and labor data collection in real time and by automating zero-to-gross pay calculation. The module includes:

Attendance management—Maintain an attendance history per employee. Automatically and proactively notify an employee's supervisor when attendance violates a configured policy. Create a seamless data exchange among all workforce management processes, and with payroll and human resources processes.

Infor Workforce Management helps you:

- Increase productivity and quality
- Boost profit margins
- Improve operating efficiency
- Reduce financial risk by ensuring compliance

Automate leave entitlement processes.

Real-time pay categorization—Capture employee clock-in and clock-out data and determine what time code, pay code, and pay rules apply to the employee.

Overtime equalization—Automate overtime distribution based on established rules.

Job bidding—Assign employees to a shift based on a rules-based shift-bidding system.

Balances and accruals—Automate employee balance accruals and time-off requests.

Workforce mobility

With the Workforce Mobility module, you can extend the reach of your Infor Workforce Management solution by giving employees and managers the ability to perform workforce-related tasks using their smartphone or other mobile device. Capabilities include:

Mobility app for employees—Employees can use their smartphone to check their work schedule, set shift preferences, and check work and vacation balances.

Mobility app for managers—Managers can edit time sheets, approve or decline employee requests, view analytics, and respond to workforce issues in real time using their smartphones.

Employee transaction manager

This capability provides an easy-to-use kiosk-based interface that facilitates employee collaboration with management, including viewing timesheets, shift trades, entitlement queries, personal data management, and job changes. Your employees can view their vacation time and other personal information, request time off, and communicate directly with managers and teammates.

Workforce performance

With the Workforce Performance module, managers get timely visibility into key workforce performance indicators, including labor spend, overtime, and attendance. The module includes:

Management dashboards—At-a-glance views of workforce performance provide executives with summary operational views they need to make decisions. Real-time alerts notify managers when performance thresholds are breached, helping to prevent labor issues like compliance violations, excess overtime, or budget variances.

Reporting—Managers at all levels of the organization can use existing reports to make decisions, perform ad hoc queries, or create customized reports to meet specific needs. A state-of-the-art report writer delivers custom production reports in hours, instead of days or weeks.

Make data collection easy

Infor Workforce Management features a streamlined, cost-effective way to collect data for all types of employee metrics, including salaried or hourly, full-time or part-time, mobile or office workers. Data collection, which can be deployed as a hardware or software solution, supports real-time collection of granular employee activity information. This includes labor metrics such as work orders, dockets, departments, and cost center; and production metrics such as units produced, good counts, and bad counts.

Ensure compliance with regulations

Many companies have difficulty complying with union rules, government regulations, and internal workforce policies in ways that also support business needs. With new regulations being established every year and with greater enforcement of existing regulations, companies need help properly implementing processes for complying with regulations and creating reports to prove compliance. The same is true for union rules and internal company policies. The planning, scheduling, time and attendance, and performance management capabilities in Infor Workforce Management work together to give companies—with even the most complex compliance challenges—an easy and effective way to ensure they are in compliance with key requirements.

With Infor Workforce Management, you'll improve operational execution and make workforce management a strategic asset.

Gain benefits quickly

Infor Workforce Management is delivering a wide range of business benefits to companies worldwide. The comprehensive workforce management capabilities in the solution are helping companies like yours improve business results by:

- Reducing labor costs by 1 to 6%
- Improving compliance with government regulations and union rules
- Increasing net profit margins by 15 to 40 basis points
- Reducing the time required for workforce administration by as much as 60%



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About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 73,000 customers in more than 200 countries and territories improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.

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