

Solution Provider Profile

Infor

February 2019



Company At-a-Glance	
Name of Product/Modules Offered	Infor CloudSuite HCM includes talent management, employee and manager self-service, learning, and talent science combined in one solution, from a single vendor, in the cloud.
Headquarters	New York, NY USA
Year Founded	2002
Number of Employees	~ 16,000
Market Focus	Target market is >1000 employees, >\$100M Revenue
Key Industry Verticals	Top industries for CloudSuite HCM include: Healthcare, Public Sector, Services, Retail and Manufacturing.
Geographic Coverage	Global, with targeted focus on North America, Europe, APAC and Middle East.
Total Users (Cloud)	58% of customers (550,000 users) are in the Cloud.
Total Users (On-premise)	42% of customers (400,000 users) are on-premise.
Current Version	V11.x
Date Version was released	January 2019. CloudSuite HCM is updated monthly.
Year product was originally launched	October 2015
Demo URL	https://www.infor.com/resources/cloudsuite-hcm-overview-animation
Website	https://www.infor.com/products/cloudsuite-hcm

Business/Product Overview

Infor is a global company that provides enterprise software products for every aspect of business. The company builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily with your existing systems.

Infor CloudSuite HCM is a complete solution for human capital management. Built on a modern framework that allows for configuration and personalization, customers get all the foundational areas of core human resources and all the talent optimization capabilities you need.

CloudSuite HCM solution includes a unique and industry-specific approach to science driven analysis by applying predictive analytics across talent practices to help leaders and HR professionals make informed decisions.

CloudSuite HCM's powerful set of cloud-based human capital management software solutions replace complex processes, workflows, and systems with sophisticated, yet intuitive technology, empowering your HR professionals to deliver streamlined workforce processes and remarkable experiences.

Global HR is the base module that contains the organizational structure, reporting and supervisory structure, jobs/roles/positions, work assignments, etc. It is essentially the framework for the overall integrated suite. Clients can maintain and manage all “resources” that contribute to the client’s mission, such as employees, contractors, temporary employees and contingent workers. The client can decide to what degree each group of resources is managed. All personnel actions are automated with the ability to configure workflow and notifications based on the client’s rules and policies.

HCM Talent Science is infused within all aspects of the solutions (understanding with science who best to hire, how to develop your workforce towards your “ideal” profiles and how to enable, empower and encourage them throughout their career). With Science, Infor helps clients transform their employees to become better employees, managers become better managers, nurses become better nurses, etc.

Goal Management helps align employee goals with business objectives. Cascade critical business mission/imperatives and goals down through the organization so everyone –

from top executives to individual employees – can see how their goals affect overall organizational success.

Figures 1 & 2: Infor CloudSuite HCM

INFOR
Human Capital Management Suite

- Global HR**
 - Organization & Person System of Record
 - Supervisory Structure
 - Jobs & Work Assignments
 - Competency Framework
 - Skills, Credentials, Licenses
 - Transition Management
 - Benefits Administration
 - Absence Management
 - Occupational Health
 - Employee Safety
 - Position Budgeting
 - Employee Relations
 - Person (employee / non-employee) transitions
 - Country Localizations
- Talent Management**
 - Talent Acquisition
 - Pre-hire & Onboarding
 - Behavioral Onboarding
 - Behavioral & Skills Fit Analysis
 - Best Fit
 - Team Fit
 - Compensation Management
 - Development Planning
 - Goals & Performance
 - Succession Planning & Career Path
 - Learning Optimization
 - Total Rewards
 - Team Flight Risk
- Workforce Management**
 - Time & Attendance
 - Scheduling Optimization
 - Workloads
 - Assignments
 - Leave Management & Accruals
 - Workforce Mobile Optimization
- Learning Management**
 - Content Management
 - eLearning
 - Advanced Certification
 - Mobile Learning
- Industry Specialization**
 - Nurse Scheduling
 - Tips & Tokes
 - U.S. Federal HR & Payroll
 - Teacher Contract Pay
 - Factory Track
 - Retail Scheduling
 - Employee Safety
 - Global Payroll Integrations (ADP)

Analytics powered by Birst **Powered by Talent Science**

Payroll
Pay & Deductions
Gross to Net
Checks
W2, Tax & ACH

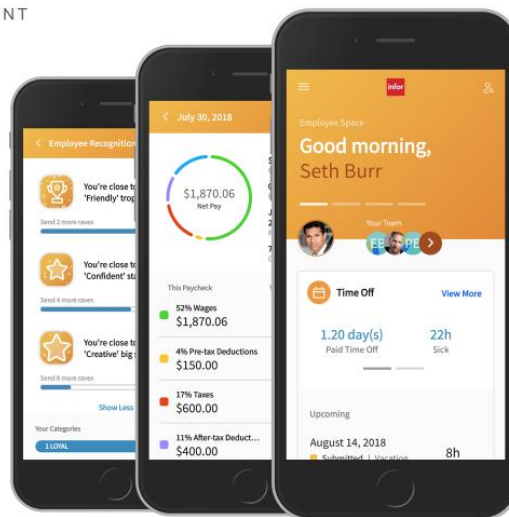
HR Service Delivery
Knowledgebase
Case Management

Enterprise Cloud Software. Built for Your Industry.
infor

Source: Infor

CLoudSuite HUMAN CAPITAL MANAGEMENT

Focus on Experience



infor Designed for Progress.™

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Enterprise Cloud Software. Built for Your Industry.

Performance Management manages a collaborative process that assesses employee performance and development and retains top talent.

Development Planning enables the design of developmental plans, learning activities and other initiatives designed to maximize employees' performance in their current role – as well as prepare them as the client's future leaders.

Compensation Management enables the client to align employee performance and development achievements with compensation planning to maintain competitive pay levels while managing payroll costs, manage total compensation, including pay-for-performance, compensation planning, and awarding.

Succession Management enables the client to create plans for filling both expected and unexpected vacancies, to track high performers and talent gaps, and to monitor the overall succession process' success and sustainability.

Talent Acquisition enables the client to beat the competition to the best and the brightest talent, by finding top performers, engaging them, and onboarding them quickly and cost-efficiently.

Payroll offers a flexible framework to accommodate the client's complex payroll requirements, as well as offering the ability to generate and maintain comprehensive compensation data and information.

Workforce Management is a comprehensive solution that aligns labor management with the client's rules and policies. Applications include forecasting and budgeting, scheduling, time and attendance, absence management, time off planning and compliance, streamlining processes to increase efficiency while encouraging employees to focus on activities that generate more value.

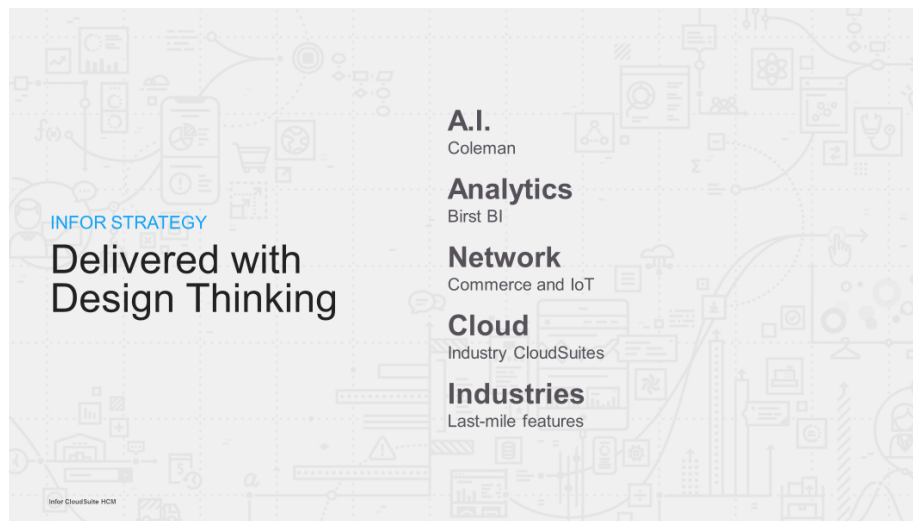
Learning Management is the most robust end-to-end solution on the market for creating, delivering, and reporting on learning throughout a client's internal and extended organization. This solution accelerates the rate at which clients can help employees achieve their full potential by improving productivity, enhancing compliance, and contributing directly to the success of their enterprise.

HR Service Delivery is an advanced, multi-tier service platform that helps organizations get more done with fewer resources, which lowers costs. The transformative technology enables employees to resolve more than 70% of routine transactions and inquiries

without HR intervention, empowering their workforce while freeing their Human Resources team to focus on higher-value projects. This platform supports a robust Case Management and Knowledgebase infrastructure as well as support for Total Rewards for total compensation statements.

HCM Analytics gives users the information they need, when they need it. This robust solution simplifies complex reporting and analysis with industry-leading business intelligence reporting and dashboarding for the full range of users.

Figure 2: Infor Strategy



Source: Infor

The Analyst's Perspective by Brandon Hall Group

Infor has recently made a \$1.5 billion investment in its continued effort to be an industry leader in offering innovative and state of the art HCM software and services. With a base of 5,000 customers, Infor continues to strive for excellence in providing highly intuitive and powerful software solutions.

Infor focuses on several industry verticals with an impressive portfolio of customers in:

- Retail/Consumer Products
- Healthcare
- Financial/Insurance
- Media/Entertainment



What really stands out in the product is the mobile-first design and functionality. Every component of Infor's platform is fully accessible in the mobile environment. The functionality particularly supports a collaborative and social approach to helping users.

The software is both adaptive and responsive in its design with a wide screen share and landscape accompanied by easy-to-use navigational controls. Very few products offer the level of completeness and comprehensiveness in their mobile device deployment.

Infor has specific functionality tailored to the needs of healthcare organizations, including schedule plotting, real-time cost, staffing center, and labor forecasting.

Healthcare organizations have unique needs and requirements for its workforce and Infor has clearly demonstrated its prowess in this area. A standout in the software is Coleman, Infor's new AI engine. Coleman is a digital guide to helping the user find what they need, know what they need to do and help them to decide what comes next. Coleman humanizes Infor's software platform and provides users with a more enriching experience.

Infor has given great thought to helping organizations manage the fast and continual changing conditions in the workplace. Infor focuses on the the key elements to providing software that helps an organization achieve breakthrough results. The platform reflects the nature of work and work experience for every user. The system takes on a humanistic quality and clearly focuses on bringing out the full potential of each individual who interacts with the software. The software can be the catalyst to transforming HR in any organization into a high-value function with great ROI. The software clearly helps organizations recapture time and effort through simplifying workflow processes.

Performance and productivity improvement are at the core of the software's functionality, providing a unique level of digital autonomy, data and talent science, and personalization. Infor strives to be the single source partner for its clients and provide a level of analytics that supports an organization's need to be prescriptive in its HR initiatives. Infor is in the business of helping clients grow and innovate by helping them reimagine work.

-Michael Rochelle, Chief Strategy Officer and Principal HCM Analyst



About Brandon Hall Group

Brandon Hall Group is an HCM research and advisory services firm that provides insights around key performance areas, including Learning and Development, Talent Management, Leadership Development, Talent Acquisition, and HR/Workforce Management. With more than 10,000 clients globally and more than 20 years of delivering world-class research and advisory services, Brandon Hall Group is focused on developing research that drives performance in emerging and large organizations and provides strategic insights for executives and practitioners responsible for growth.

Inspiring a Better Workplace Experience

Our mission: Empower excellence in organizations around the world through our research and tools each and every day. At the core of our offerings is a Membership Program that combines research, benchmarking and unlimited access to data and analysts. The Membership Program offers insights and best practices to enable executives and practitioners to make the right decisions about people, processes, and systems, coalesced with analyst advisory services which aim to put the research into action in a way that is practical and efficient.

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- 1 on 1 Consultations
- Research Briefings
- Benchmarking



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- Client Associate
- Monthly Meetings

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- Systems Evaluation

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- Assessment
- Survey
- Process Integration

For more information, contact us at success@brandonhall.com.