



## DATA SHEET

# Multi-tenancy is the heart of digital evolution for today's workforce

In today's digital economy, your tech stack is not just a set of tools—it is a thriving ecosystem fueled by people, processes, and systems. At the very core of this intricate architecture lies multi-tenancy, the cornerstone of Software-as-a-Service (SaaS). It offers a springboard for collaboration, innovation, and scalable operations—bolstering security while fueling innovation.

**Recent insights from Deloitte** reveal a compelling trend: organizations aligning their strategy closely with technology investments—be it artificial intelligence, cloud computing, cybersecurity, blockchain, or the Internet of Things—often double their market value and shareholder returns compared to those with a less connected digital footprint.

The mistake many organizations make is confining the benefits of new cloud technologies and solutions to office workers alone. Employees are increasingly seeking a uniform user experience across both their work and personal lives. Consider workforce management, an application that nearly every single employee interacts with routinely to clock in and out, manage their schedules, or request shift swaps.

For the first time in history, today's workplace employs 5 generations including Traditionalists, Baby Boomers, Generation X, Millennials, and Generation Z, with Millennials expected to **make up 75% of the global workforce by 2025**. Unlike previous generations, Millennials and Gen Z expect communication to occur digitally, demand consistent and constant interaction with leadership, and seek employment that offers work-life balance and autonomy.

In order to offer work-life balance and autonomy, organizations should empower frontline workers at the point of need via deployment of multi-tenant workforce management tools. They should also eliminate requirements for traditional paper-based managerial approvals and boost employee engagement through real-time feedback on shift approvals, scheduling changes, and data analytics. This streamlining frees up cognitive resources, allowing managers to prioritize strategic objectives such as employee coaching or floor management. Modern systems enable employees to zero in on key performance indicators like customer satisfaction scores, revenue targets, or product quality, to name just a few.

## Ten reasons to adopt multi-tenant Infor Workforce Management (WFM)

- 1. Innovation unleashed:** Infor has channeled billions of dollars into re-engineering tried-and-true applications for industry-specific needs. Its **multi-tenant operating service (OS) platform** forms the bedrock of your digital transformation journey, modernizing proven financial, supply chain, human resources, talent, payroll, and workforce management applications into cloud-native, industry-specific solutions. Infor OS (Operating Service) is your one-stop-shop for streamlining data integration, API orchestration, and process automation.
- 2. Rapid value realization:** Infor stands alone as the only cloud ERP vendor offering a mature, industry-specific multi-tenant platform that includes solutions for finance, supply chain & procurement, human resources, payroll, and workforce management. This integrated approach improves time to value and cuts project costs. Embrace new product features and functionality, UI/UX updates, and more to achieve desired business outcomes.
- 3. Uncompromised mobility:** Connect with your employees where they are. Deskless workers are no longer confined to a specific location for data access. Multi-tenant platforms offer single sign-on and seamless experiences for end users, removing barriers to productivity. Your users can access data anytime, anywhere via any internet-enabled device, with ironclad security protocols in place.
- 4. Effortless change management:** With regular, incremental updates provided to all customers at no additional charge, you will never have to worry about upgrading again. Say goodbye to outdated solutions that inhibit growth and continuous improvement.
- 5. Fortified security:** The financial impact of a ransomware attack can escalate rapidly and is difficult to quantify. Infor WFM, built on **Amazon Web Services (AWS)**, a best-in-class platform-as-a-service (PaaS), safeguards your data with a robust, multi-layered security infrastructure. With AWS, you can improve your ability to meet core security and compliance requirements, such as data locality, protection, and confidentiality. You can build on the most secure global infrastructure, knowing you always own your data, including the ability to encrypt it, move it, and manage retention. All data flowing across the AWS global network that interconnects its datacenters and regions is automatically encrypted at the physical layer before it leaves secured facilities.
- 6. Incorporated analytics:** Business intelligence is seamlessly integrated into multi-tenant deployments, including reporting and industry analytics. Enjoy pre-integrated data management, visualization, and analysis to streamline day of operations decisions with contextualized cross-module data exchange in close to real-time.
- 7. Extensibility:** To retain the functional flexibility and business value of the solution, leverage Infor WFM's extensibility framework to eliminate the need for custom code without losing sight of your unique business needs.
- 8. Reduced total cost of ownership:** With Zero Downtime (ZDT) upgrades, disruption for end users is minimized. Adopt a modern extensibility framework designed to support industry-specific use cases in a cloud-centric manner, with full forward compatibility, and say goodbye to customizations.
- 9. Enhanced performance & scalability:** The native services and microservice architecture from AWS facilitate superior scalability and elasticity. **Microservices** address common challenges like scaling up and deploying new features quickly. Tasks like timesheet recalculation or schedule generation can now handle higher throughput. Multi-tenancy promises higher uptime via Service Level Agreements (SLA), superior Recovery Point Objective (RPO), and Recovery Time Objective (RTO) metrics.
- 10. Community & collaboration:** With a single software version, a vibrant community of customers, partners, and even other vendors can share knowledge, resources, and learning. The conversation shifts from avoiding software upgrade costs to discussing features and functionality that drive business productivity and innovation.

Let's examine the differences between an on-premise deployment versus a multi-tenant deployment of Infor WFM and see what benefits or value can be gained with multi-tenancy. Simply put, multi-tenant environments coupled with enterprise access platforms are vital to maximizing digital transformation benefits, reducing burden on IT teams, and addressing compliance standards.

## Modern architecture

ON - PREMISE DEPLOYMENT	MULTI - TENANT DEPLOYMENT
<p>Staying current with the latest security, knowledge, skills, and updates requires manual labor which is time consuming and presents a significant administrative overhead.</p>	<p>Running on AWS cloud infrastructure provides you with market-leading security, reliability, and resilience. For 12 years in a row, <a href="#">AWS is the leader in Gartner's Magic Quadrant for Cloud Service providers.</a></p>
<p>Backup and mirror infrastructure development and acquisition typically fall under your responsibility. Doing this right can be complex and expensive.</p>	<p>The AWS platform includes built-in disaster recovery that is fully automated and self-healing.</p>
<p>Maintaining operational applications necessitates an in-house IT cost center within your organization.</p>	<p>By freeing up your IT teams, they can focus on delivering strategic business outcomes.</p>

## Performance, scalability, and resilience

ON - PREMISE DEPLOYMENT	MULTI - TENANT DEPLOYMENT
<p>Manual configuration for scalability often leads to oversizing of dynamic workloads.</p>	<p>The application and infrastructure support automatic scaling for dynamic workloads.</p>
<p>Static sizing of hardware can result in underutilization of hardware during low volume and poor performance during peak volume times.</p>	<p>The modern product architecture supports highly elastic applications that automatically scale up or down based on your workload.</p>
<p>Higher costs ensue from static sizing, given the constant effort from IT to adapt to evolving business needs.</p>	<p>AWS' platform-as-a-service (PaaS) infrastructure is a highly efficient and lower-cost solution compared to other deployment methods.</p>
<p>Upgrades typically require planned downtime.</p>	<p>Customers on multi-tenant platforms enjoy higher uptime and improved RTO/ RPO metrics.</p>
<p>Managing failovers and maintaining a resilient infrastructure manually may result in reduced uptime and lost productivity.</p>	<p>AWS's resilient infrastructure ensures maximum uptime, which directly translates into increased reliability and higher productivity.</p>
<p>Hardware and software failures must be managed manually and does not provide automated data replications.</p>	<p>Hardware or software failures are automatically addressed by AWS availability zones and replication.</p>

## Administrative burden

ON-PREMISE DEPLOYMENT	MULTI-TENANT DEPLOYMENT
Application and tech stack updates can incur significant time and effort costs often at the expense of other strategic opportunities.	Automated updates at a regular cadence are executed with zero downtime (ZDT).
Custom source code modifications are often difficult and expensive to uplift and maintain between versions.	Powerful, cloud-based extensibility tools allow you to easily tailor and future-proof your applications, mobile apps, and extensions.
Most operational activities demand manual processes, thereby increasing your total cost of ownership (TCO).	Operational costs are significantly reduced because AWS and Infor manage performance optimization, monitoring, patching, upgrades, integrations, testing, and more.

## Time to value

ON-PREMISE DEPLOYMENT	MULTI-TENANT DEPLOYMENT
Typically it is many releases behind the latest released version, which does not offer a path to be current without effort.	Always on the latest line of code, not only for Infor WFM but also for an entire stack of Infor products.
Upgrades are the only opportunity to access new features, functionality, and patches.	Automated updates include new features and product capabilities like <b>Clinical Science</b> , Portal/UX updates, integration support, and more. You control when to turn them on.
Every system integration point demands manual testing, configuration, and installation.	Enjoy out-of-the-box integration support and regular updates enhancing your service offering at no additional cost.
Months to adopt a new release, planning and administration can be disruptive.	Rolled in automatically in toggled format. Turn it on at will or wait for the appropriate time.

## Technology enhancements

ON-PREMISE DEPLOYMENT	MULTI-TENANT DEPLOYMENT
The provision and management of all test environments fall under your responsibility.	Infor WFM includes 3 standard environments with additional capabilities. A pre-production model provides support for biannual updates.
Reporting, analytics, system integrations, and security monitoring necessitate third-party tools.	Users gain competitive insights with the Infor OS platform including embedded analytics and business intelligence at no additional cost.
Backfills are manual or require manual overhead.	Automated backfill and refreshes without limits or constraints.
Difficult integration options that often require customization and 3P support to maintain.	Infor OS and its ETL (Extract, Transform, Load) tooling offer best-in-class capability in data transfer and integration support.
Uptime and application health monitoring can be cumbersome and expensive to develop.	Infor offers 24/7 real-time monitoring support of its deployments that will notify you of unplanned events.

## Solution comparison

CAPABILITIES	ON-PREMISE	MULTI-TENANT
Real-time Operational Reporting	●	●
Mobility	●	●
Enhanced scalability and elasticity	●	●
Infor OS	●	●
Automatic upgrades and patches	●	●
Faster adoption of new capabilities	●	●
Seamless integrations	●	●
Zero Downtime (ZDT) upgrades	●	●
Data insights via Analytics	●	●
Extensibility framework	●	●
Lower Cost of Ownership (LCO)	●	●

● Poor Capabilities   ● Decent Capabilities   ● Great Capabilities

## Digital transformation with Infor

A multi-tenant cloud strategy is the best way to deploy the most appropriate solutions for your entire enterprise with plug-and-play simplicity. Cast aside worries about security, scalability, or accessibility with multi-tenancy. These critical elements are handled seamlessly, obviating the need for laborious backward engineering required to connect on-premise or single tenant applications.

Unleash the true potential of your SaaS offerings and let your digital strategy flourish, unrestricted by the limitations of yesterday's technology.

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INFFTP2951818-en-US-0923-1