

Infor HR Service Delivery: Achieving 97.2% HR resolutions



Overview

VNS Health: 97.2% HR resolutions with Infor HR Service Delivery

VNS Health, a leader in home health care services for over 130 years, sought a solution to address productivity issues caused by routine HR inquiries. Infor’s HR Service Delivery solution provided a centralized Knowledgebase and Case

Management system, enabling employees to self-serve which reduced the burden on HR Shared Services staff. This resulted in a remarkable 97.2% case resolution rate, freeing up HR Shared Services to focus on more strategic initiatives.

“Our case resolutions improved to 97% with Infor, freeing up HR Shared Services to tend to more complex matters.”

- MONICA GALL, HR SHARED SERVICES SPECIALIST, VNS HEALTH

Challenge



VNS Health struggled with HR productivity due to routine inquiries.

Infor Solution



Infor’s HR Service Delivery solution provided a central Knowledgebase and Case Management system.

Outcome



Infor’s HR Service Delivery boosted case resolution to 97.2%, empowering VNS Health’s HR Shared Services team and employees.

Challenge

Manual processing of employee requests draining HR Shared Services' resources

VNS Health's HR Shared Services team manually responded to staff requests for information, which prevented them from tending to more complex work.

Prior to Infor's solution, VNS Health employees called their HR Shared Services team contacts directly for information requests, which overburdened the HR Shared Services team and prevented them from being productive and strategic. VNS Health's Director of Benefits reported that she spent most of her time responding to questions and requests and could only tend to her emails at 10pm every day.



Infor Solution

Self-service and automation with Infor's HR Service Delivery

Infor's HR Service Delivery allows employees to self-serve, lifting the burden off HR Shared Services



Infor's HR Service Delivery

Infor's HR Service Delivery solution addressed VNS Health's HR productivity issues by providing a centralized Knowledgebase and Case Management system.



Advanced service platform

The advanced service platform enabled employees to resolve over 97% of routine HR inquiries themselves without manual HR Shared Services' intervention



Empowered employees

This empowered employees to self-serve, freeing up the HR Shared Services department while improving overall employee experience.

"Infor HR Service Delivery streamlined HR processes, empowering employees to obtain the information they need by themselves without manual HR Shared Services intervention."

- MONICA GALL, HR SHARED SERVICES SPECIALIST, VNS HEALTH

Outcome

More strategic HR, faster employee service

With streamlined HR services, both VNS Health's HR Shared Services team and employees were able to work faster and more efficiently.



Improved HR productivity

HR Shared Services is no longer occupied by HR inquiries and can focus on more strategic work.



Employees empowered to independently get answers

Employees have immediate access to information whenever they need it without manual HR Shared Services intervention.



New insights through data analytics

Reporting provides insights into data such as case volume, resolution speed, common inquiries, and other information to help improve HR Shared Services' delivery.

"Data analytics from Infor HR Service Delivery enables us to refine HR services, elevating employee experiences at VNS Health."

- MONICA GALL, HR SHARED SERVICES SPECIALIST, VNS HEALTH

About Infor

Infor is a global leader in business cloud software products for companies in industry specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

Discover how Infor's solutions can help your HR department optimize workflows and focus on what matters most —your employees.

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