

Fairview Pharmacy Services improves hiring outcomes with Infor Talent Science

An industry-leading nonprofit delivering integrated healthcare and pharmacy services at scale



Challenge

Post-COVID first-year turnover among pharmacy technicians surged above 40%, while vacancy rates reached 20%, driving repeated pay increases and sign-on bonuses that only partially addressed the issue. Hiring decisions relied solely on a single 30–60 minute interview, without behavioral or predictive data to guide selection. High internal transfer rates among newly hired pharmacy technicians also remained a first-year challenge.



Solution

Fairview Pharmacy Services implemented Infor Talent Science™ to replace interview-only hiring with a more structured, data-driven approach. The solution introduced standardized behavioral assessment tailored to Fairview's roles and workforce data, giving hiring leaders objective candidate insights before making decisions.



Outcome

With Infor Talent Science, Fairview deployed a tailored selection system designed to match candidates to the organization's specific needs. By customizing assessments to individual roles, teams, and culture, the platform helps hiring leaders identify stronger-fit candidates and make more consistent hiring decisions.

Overall impact

Infor Talent Science enabled Fairview Pharmacy Services to shift from interview-only hiring to a more structured, data-driven approach. By customizing assessments to Fairview's roles and culture, the solution helped deliver higher-quality candidates and stronger hiring outcomes across pharmacy operations. Following the success of the Pharmacy Technician team rollout, Fairview has already expanded into other roles, which will support internal mobility by helping place the right people in the right roles.

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.

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