

The Infor logo is a red square with the word "infor" in white lowercase letters. It is positioned in the top left corner of the image.A photograph of a business meeting. Several people are seated at a long table, looking at documents or laptops. The focus is on a woman in a pink blazer in the foreground, who is looking down at a tablet. Other people are visible in the background, some looking at their work and others looking towards the camera. The setting appears to be a modern office or conference room with large windows in the background.

HUMAN CAPITAL MANAGEMENT

Infor HR Knowledgebase/Portal

Provide better self-service experiences

For many employers, HR portals have not met their expectations. That's because most portals contain out-of-date, static information—most of which isn't relevant to an employee's immediate need—that isn't integrated to transactions. When employees can't get the info they need to then complete a transaction seamlessly, they give up and call HR.

To create a truly dynamic portal that employees will use as a Tier-0 response, it is critical to apply a personalized, mobile responsive, and searchable knowledgebase that helps provide relevant information, with intuitive links to other related content, and in context to the transaction the employee is trying to complete. That's why so many employers are turning to Infor® HR Knowledgebase/Portal.

Experience an integrated portal platform

The HR Knowledgebase/Portal is an online, one-stop shop for all workforce communications and decision support. It's personalized, so employees only see information that pertains to them. The powerful search capability makes relevant information never more than two clicks away. The content stays up-to-date and accurate, while helping to ensure compliance with state and federal regulations; freeing HR resources for more strategic tasks.

The HR Knowledgebase/Portal also integrates with employee, manager, and benefits self-service transaction systems, so employees can seamlessly get information and complete transactions in a single session, such as comparing benefit plans to prepare for open plan enrollment. The Knowledgebase can stand alone as an organization's HR portal or drop into existing portals as a HR-specific interface, to fuse all HR information and transactions with a single sign-on.

Enhance employee communications

Personalized, searchable handbooks, policies, and work/life events increase productivity, free HR time, promote loyalty, and ensure fair, consistent execution of policies. Employees get:

- **Comprehensive checklists**—"To do" lists and links to relevant resources.
- **Links to related policies**—For example, "getting married" event list links to vacation policy content.
- **Intuitive interlinking**—A step-by-step approach anticipates employee questions and provides guidance to individuals based on search criteria and links to relevant event checklists.
- **Confidential management of sensitive employee issues**—Employees can leverage EAP content on sensitive issues, such as divorce or substance abuse, with complete confidentiality.
- **Electronic acknowledgement of policies**—Helps promote compliance.

Offer benefit decision support

With Infor HR Knowledgebase/Portal, organizations can promote informed benefits consumerism to drive employees to the right plans—containing costs for the organization at large and the workforce. This includes:

- Innovative tools, such as dynamic plan comparison, medical cost estimator, FSA calculator, retirement calculators, CDHP tools, and much more.
- Views that show employees and new-hires only the benefits for which they're eligible.
- Support tools in context to benefits self-service.
- 24x7 online availability for use at home with a spouse or partner.
- Activities to facilitate 100% paperless enrollment.
- Innovative calculators to increase CDHP participation.
- Risk assessments and more to promote wellness.
- Extensive analytics to fine-tune plans based on employee usage and trends.

Improve manager communications

Help managers be more effective, while mitigating risk. The Infor HR Knowledgebase delivers managers:

- Personalized manager's handbook based on roles.
- Manager best practices for labor relations, leadership, management skills, hiring/termination, safety, risk management, and more.
- Just-in-time manager coaching for budgeting, salary changes, appraisals, retention, and more.

Avoid HR noncompliance

Improve compliance with organizational policies, as well as state and federal laws, and regulations. Leverage thousands of up-to-date state and federal regulations provided by the Bureau of National Affairs (BNA). And avoid noncompliance with:

- **Quick cases**—Examples of applicable scenarios.
- **Fast answers**—Instant answers to thousands of questions.
- **Research chapters**—Step-by-step guides for handling hundreds of specific situations
- **Model documents**—Forms, notices, checklists, and more.
- **State and federal law summaries**—Summaries of new and pending changes to specific laws.
- **Weekly updates**—News and trends.
- **Best practices**—Case studies and checklists.

Improve HR's contribution

Infor HR Knowledgebase/Portal provides personalized, searchable information for employee self-service with fewer resources at lower costs. As employees gain access to the information they need, instead of calling HR, efficiency rises and HR can focus on more strategic activities.

[Learn more >](#)



Infor builds business software for specific industries in the cloud. With 17,000 employees and over 68,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit www.infor.com.

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