



BROCHURE

Workforce Management

INFOR PEOPLE SOLUTIONS

Empower your people to be more productive

Your business needs to control labor costs in ways that maintain productivity, customer service levels, and compliance. While it can be a major challenge to strike the perfect balance between these factors, developing a strategy for doing so is imperative when it comes to maximizing labor investment. By taking a strategic approach to workforce planning, scheduling, time and attendance, analytics, and reporting, you can better position your organization to control labor costs without jeopardizing your other critical business metrics.

Infor® Workforce Management (WFM) is a leading-edge, modern solution that can help you meet these challenges. Infor WFM is designed to help you strategically enhance workforce planning, execution, and analysis. Our comprehensive workforce management solution provides you with a proven technology platform with deep extensibility, unmatched scale and performance, and industry specialization.

Infor Workforce Management (WFM) has been deployed across 650 of the world's most recognizable brands. With a modern, multi-tenant architecture, the solution is designed to support complex integrations and enterprise performance at scale. Infor WFM is the most flexible application and service available in its category.

Infor Workforce Management delivers:

- Proven technology and architecture to support multifaceted integration and data exchanges
- An extensive library of pay rules and work standards that ensure legislative compliance
- Effective strategy options for all labor management functions, specialized by industry
- Mobile access to workforce insights anywhere, anytime
- AI- and machine-learning-optimized labor forecasting and scheduling

Workforce planning

Combine historical data, machine-learning algorithms, and operational expertise via the solution's schedule templates to generate projected workload demands. This evidence-based data can then be used to create accurate, demand-based forecasting for schedule creation.

Key features include:

Machine-learning forecasting—Leverage the power of machine learning to create smarter labor forecasts. Labor demands are projected using historical data to determine the impact of seasonality, day-of-week trends, weather, and one-off events.

Schedule templates—Use staffing requirement templates to plan workload demands for shift-based operations and to determine the number of staff and shifts required to optimize operations.

Workforce scheduling

Create shift- or demand-driven schedules, while adhering to rules and regulations. Specialized scheduling is designed to meet the unique and evolving requirements of specific industries.

Key features include:

- Take advantage of robust multi-view scheduling, including on-call shift planning
- Leverage labor forecast and schedule optimization capabilities
- Comply with fair-scheduling requirements—with union rules, government regulations, and corporate policies
- Utilize the central staffing view to manage day-of-operation with cross-team balancing and staff floating

Diverse scheduling capabilities include:

- Manage the scheduling process—from demand planning to schedule creation to day-to-day staffing
- Standardize scheduling practices across the organization, while maintaining flexibility for unit-driven staffing processes
- Master rotation schedules that allow for long-term planning and easy schedule change management via pattern-based cyclical schedules (such as maternity and other short-term leave)

- Easily find qualified replacement employees when necessary
- Provide employees with an employee billboard where they can post shifts to find replacements that meet compliance requirements

Complex scheduling capabilities include:

- Consistently develop optimized schedules mathematically that consider all potential variables, such as seasonality, employee considerations, and corporate policies that affect the business in real time
- Choose from several schedulers to confidently manage schedules that best meet your requirements—including for temporary workforces and during fluctuating periods of business peaks and valleys
- Enable your managers to modify schedules or fill unexpected gaps as they happen

Time and attendance

Reduce payroll errors and overpayments with real-time collection of labor and time data, as well as automated zero-to-gross pay calculations.

Key features include:

Attendance management

- Maintain employee attendance history
- Automatically and proactively notify an employee's supervisor when attendance violates a configured policy
- Create a seamless data exchange among all workforce management processes, which also coordinates with payroll and human resources processes

Real-time pay categorization

- Capture employee clock-in and clock-out data through hardware, software, and mobile clocking solutions
- Calculate pay based on state and federal laws or collective bargaining agreements
- Use the extensive library of rules and conditions to automate complex pay situations

Workforce business intelligence and analytics

Leverage Infor WFM's business intelligence and analytics capabilities that enable you to act on more diverse sets of data. These insights can help you determine the best workforce strategy, while maximizing workforce performance.

Key features include:

Analytics—Use powerful, interactive dashboards to see summarized views of key workforce metrics that allow your executives and managers to make important business decisions. The analytics model, combined with rich visualization tools, allow you to easily create custom dashboards to address unique business needs.

Reporting—Allow managers at all levels of the organization to use “canned” reports to drive operational efficiency. By leveraging powerful report authoring capabilities and a robust reporting model, you can quickly create custom reports to meet specific business requirements.

Configurable alerts—Create thresholds, parameters, and specifications for each alert, per their unique performance objectives. Real-time alerts notify managers when performance thresholds are breached. This helps to prevent labor issues, such as compliance violations, excess overtime, budget variances, absent and late employees, and missing timesheet authorizations.

Intuitive employee self-service

Enable your employees to quickly and easily complete tasks from their mobile devices.

Tasks can include:

- Perform clock transactions
- Track time
- View and adjust schedules via shift-trade and billboard features

- Request time off and view the time off calendar
- Review timesheets

In addition, managers can:

- Approve/reject time-off requests
- Authorize/unauthorize timesheets
- View team schedules
- Determine who is at work, absent, or scheduled
- Approve/reject shift-trade and billboard requests

Comprehensive technology platform

Tap into a comprehensive technology platform of services via the Infor OS cloud platform. Infor OS serves as a unifying foundation for your entire business ecosystem.

Key features include:

Data lake—Utilize data acquisition technologies and a unified repository for capturing enterprise data.

Single sign-on—Centralize access to applications and streamline communication via single sign-on for real-time, organization-wide visibility.

Data and system governance—Monitor regulatory and statutory standards, and proactively update critical applications.

Maximizing the potential of your people

Infor Workforce Management is built for the cloud and fine-tuned for industry specificity. Our solution can help your organization address every aspect of your labor compliance and performance needs.

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