

New World Workforce Management

Infor

Report Abstract

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Who is This Vendor Assessment For?

NelsonHall's New World Workforce Management profile on Infor is a comprehensive assessment of Infor's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Workforce Management and identifying vendor suitability for Workforce Management RFPs
- Vendor marketing, sales, and business managers looking to managers developing strategies to target service opportunities and benchmark themselves against their peers
- Financial analysts and investors specializing in the Workforce Management sector.

Key Findings & Highlights

Infor is a provider of enterprise software solutions. It offers several business platforms, including ERP, CRM, HR, Finance, Supply Chain, and numerous vertical-specific offerings, including automotive, healthcare, industrial, retail, public sector, and hospitality.

Infor built its portfolio of ERP offerings primarily through several acquisitions, including Infor Business Solutions (February 2004), and began focusing on industry-specific solutions. Infor then expanded its portfolio to include WFM with its acquisition of Workbrain in 2007 (a leading workforce time and attendance and scheduling solution at the time). In April 2020, Koch Industries, Inc. (Koch) completed the acquisition of Infor from Golden Gate Capital. Infor had been a critical component of Koch's technological transformation. Before Koch became Infor's parent company, it selected Infor's HR solution to modernize its key human resources processes. In late 2019, through Infor and Deloitte Consulting's partnership, Koch rolled out Infor's HCM applications, providing the foundation for Koch's 2020 decision to invest in Infor.

Infor continues to primarily target markets and solutions by industry vertical. Currently, healthcare organizations account for its largest WFM client group, with the public sector being the fastest-growing adopter. Infor's WFM product is FedRAMP certified, a key differentiator in the public and federal sectors. Infor reached FedRAMP authorization after an extensive review of the company's security posture to ensure that it met government standards for security assessment, authorization, and continuous monitoring of its cloud products and services. In 2023, the state of Idaho had a successful go-live of Infor's cloud-based public sector applications, powered by AWS GovCloud. The ERP solution unifies 85 agencies and departments across the state with the same base budget, financial management, procurement, payroll, HCM, T&A, WFM and governance, risk and compliance solution, made possible by Infor's FedRAMP certification.

Notably, ~60% of Infor's Workforce Management clients still have not adopted its HCM suite, leaving the potential for further cross-selling opportunities. As part of its HR technology suite, it offers the Infor Workforce Management product alongside its Infor HCM product.

This profile primarily focuses on Infor's New World Workforce Management capability. Infor has established capabilities to deliver Workforce Management software to 71 countries supporting 21 languages. Infor has ~230 Workforce Management clients servicing ~5m users.

Scope of the Report

The report provides a comprehensive and objective analysis of Infor’s Workforce Management services offerings and capabilities, and market and financial strengths, including:

- Identification of the company’s strategy, emphasis, and new developments
- Analysis of the company’s strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company’s customer base including the company’s targeting strategy and examples of current contracts
- Analysis of the company’s offerings and key service components
- Analysis of the company’s delivery organization including the location of delivery centers.

New World Workforce Management Assessments also available for:

ADP

Dayforce

Paycor

SD Worx

Shiftboard

UKG

WorkForce Software.

About The Author

DeeAnna Warrington is a Principal Research Analyst at NelsonHall and an HR Technology & Services practice member. She has global responsibility for HCM technology, workforce management, and health & welfare administration.

DeeAnna is a highly experienced HR Specialist with 15 years of experience across various industries such as finance, wealth management, health insurance, healthcare, retail & sales, and real estate. She has significant experience in HR business operations and technology, acting as a consulting project manager to match organizations with HR software and service providers.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the ‘art of the possible’ in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall’s research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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