



NelsonHall
TRANSFORM THROUGH INSIGHT

Vendor Profile

HCM Technology

Infor

Report Abstract

August 2021

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12 pages

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Who is This Vendor Assessment For?

NelsonHall's HCM technology profile on Infor is a comprehensive assessment of its offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of HCM technology platforms and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the HR technology and services sector.

Key Findings & Highlights

Infor, founded in 2002 and headquartered in New York, NY, is a provider of enterprise software solutions. It offers several business platforms, including ERP, CRM, HR, Finance, Supply Chain, and numerous vertical-specific offerings targeted to key sectors, including automotive, healthcare, industrial, retail, public sector, and hospitality.

Originally founded under the name Agilysis, it built its portfolio of ERP offerings primarily through several acquisitions, including Infor Business Solutions (February 2004), and began focusing on industry-specific solutions. Infor changed its name from Agilysis to Infor Global Solutions in September 2004. Infor continues to primarily target markets and solutions by industry vertical.

Infor began expanding its portfolio to include workforce management capabilities with its acquisition of Workbrain in 2007 (a leading workforce time and attendance and scheduling solution at the time). Infor continued to acquire additional human capital management solutions, including:

- Birst (2017): Analytics
- Ciber, Inc. (2017): HCM/Finance consulting services
- PeopleAnswers (2014): Talent science
- Certpoint Systems, Inc. (2013): Learning management
- Lawson Software (2011): ERP (HCM, payroll, finance); Enwisen knowledgebase and case management
- Workbrain (2007): Workforce management
- GEAC (2005): HCM, Payroll.

Infor offers its Infor CloudSuite HCM, is a part of its overall Infor CloudSuite platform, which offers several business platforms including ERP, CRM, HCM, Finance, and Supply Chain, and numerous vertical-specific offerings including for automotive, healthcare, industrial, retail, public sector, and hospitality.

Infor offers both on-premises and cloud versions of its HCM solution, although some of its edge applications are provided purely as cloud-only (e.g., Talent Science); ~60% of its HCM clients have adopted its cloud option. Infor offers both private and public cloud options for adopting its platform.

Infor's CloudSuite HCM includes the following modules, including:

- Global HR
- Transition Management
- Position Budget Management
- Talent Acquisition
- Learning & Development
- Goals
- Performance
- Succession
- Compensation
- Benefits
- Payroll
- Time and Absence
- Occupational Health
- Employee Safety
- Employee Relations
- Service Delivery
- Talent Science.

Infor generally targets organizations with >500 employees for adopting its Infor CloudSuite HCM technology. Its largest HCM adopter is a large healthcare organization with >360k employees.

Scope of the Report

The report provides a comprehensive and objective analysis of Infor HCM Technology offering, 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 for key centers.

HCM Technology Vendor Assessments also Available for:

ADP

AscentHR

Ceridian

Cornerstone OnDemand

HiBob

isolved

Namely

Neeiamo

Paychex

Paycor

PeopleStrategy

Sage Group

SAP/SuccessFactors

UKG

Workday

About The Author

Pete is HR Technology & Services Research Director at NelsonHall, with shared responsibility for HR Services research globally with Nikki Edwards and Liz Rennie. Pete covers HR Services research in payroll services, global employer of record services, and HCM technology.

Pete has been part of NelsonHall's HR Services analyst team since 2016, providing comprehensive and insightful coverage of HR services markets in the world. In particular, he is known for his extensive knowledge and coverage of the global payroll outsourcing market. Pete assists both buy-side and vendor organizations in assessing opportunities and supplier capability across HR service lines.

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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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