



New World Workforce Management

Infor

Report Abstract

April 2021

By Elizabeth Rennie

Principal Analyst

NelsonHall

11-pages

Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is This Vendor Assessment For?

NelsonHall's New World Workforce Management profile on Infor is a comprehensive assessment of Infor 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

NelsonHall's vendor assessment analyzes Infor's offerings and capabilities in Workforce Management services.). Infor 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 has ~17k employees supporting ~90k clients across ~175 countries across its business.

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 targets 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). The Workbrain product was first developed in 2003.

As part of its HR technology suite, it offers the Infor Workforce Management product alongside its Infor HCM product. It has ~75 workforce management software dedicated employees.

In April 2020, Koch Industries, Inc. (Koch) completed the acquisition of Infor from Golden Gate Capital. Infor had been a key component of Koch's technological transformation. Koch companies made ~\$26b in technology-related investments in the previous six years, and Koch was already a key investor in Infor. It first became an Infor investor in 2016 and also was a large customer. It implemented Infor solutions across its businesses, covering human resources, ERP, supply chain, asset management, and finance.

Koch is also Infor's largest HR client. 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 Workforce Management and HCM applications to its 130k users spanning 70 countries and eight languages. Infor has established the capability to deliver Workforce Management software to 71 countries supporting 20 languages through this major deployment.

NelsonHall estimates Infor was supporting ~250 clients on its Workforce Management platform, the majority of these still being on-premise.

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 locations.

New World Workforce Management Assessments also available for:

ADP

Capita

Ceridian

Infor

Quinyx

SD Worx

TCP

UKG

WorkForce Software

About The Author

Liz Rennie is a Principal Research Analyst with global responsibility for key HR research projects including Cloud-Based HR Transformation, Cloud-Based Benefits Services, and Workforce Management, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

Liz can be contacted at:

- Email: elizabeth.rennie@nelson-hall.com
- Twitter: [@erennie_](https://twitter.com/erennie_)



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

Boston

Riverside Center, 275 Grove Street,
Suite 2-400, Newton
Massachusetts 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook,
Molly Millars Lane,
Wokingham, RG41 2AD
Phone: + 44(0) 203 514 7522

Paris

4 place Louis Armand,
Tour de l'Horloge,
75012 Paris
Phone: + 33 1 86266

Copyright © 2021 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.