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Maximize Your Infor WFM Investment

Maximizing Flexibility in Workforce Management: The Configurability Advantage of Infor WFM

A Whitepaper on the Superior Configurability of Infor WFM

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Elementum, Inc.
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About Elementum Inc.

Elementum Inc. is a distinguished consulting firm with over 20 years of experience in workforce management, dedicated to helping organizations maximize their Infor WFM investments. As an official Infor Partner, we specialize in optimizing Infor WFM solutions to meet unique business needs. Our boutique team of seasoned professionals, well-known in the workforce management community, brings extensive expertise across industries such as retail and transportation. Using proven methodologies, from Waterfall to Agile, we deliver tailored solutions that enhance operational efficiency and compliance, ensuring measurable results.

Discover our insights through whitepapers, such as "Optimizing Workforce Management" and "The Role of Groovy Scripting in WFM," available at https://elementumconsulting.com. To learn more or discuss your workforce management challenges, please visit our website at https://elementumconsulting.com or contact us via our contact form at https://elementumconsulting.com/#contact.

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Abstract

In today's complex business environment, the ability to configure workforce management systems to meet specific operational requirements is critical for organizational success. Infor Workforce Management (WFM) distinguishes itself from competitors like Workday and UKG (Kronos) through its superior configurability, enabled by tools such as the Quick Rule Editor and Form Builder, robust data import/export capabilities, Groovy scripts for custom code and logic and extensive user interface customization. These features empower organizations to address complex Union and corporate requirements efficiently, ensuring compliance and operational efficiency. This whitepaper explores Infor WFM's configurability advantages, providing detailed comparisons with competitors, practical examples, and insights into how these capabilities drive reduced implementation times, lower costs, and enhanced adaptability.

1   Introduction

In today's dynamic business landscape, organizations face diverse workforce management challenges, from adhering to intricate labor regulations to accommodating unique scheduling needs driven by Union agreements or corporate policies. Configurability in workforce management systems is not merely a feature but a critical capability that directly impacts efficiency, compliance, and employee satisfaction. A system that cannot adapt to specific operational requirements risks creating inefficiencies, compliance gaps, and user frustration.

Infor Workforce Management (WFM) addresses these challenges through its highly configurable architecture, setting it apart from competitors such as Workday and UKG (Kronos). Unlike other solutions that often rely on configuration tools requiring technical expertise or external support, or support directly from vendor professional services, Infor WFM offers intuitive, in-app tools that empower knowledgeable resources to tailor the system to complex needs. This whitepaper examines how Infor WFM's configurability—through features like the Quick Rule Editor, data import/export capabilities, custom groovy extensions and user interface customization—provides a competitive edge, enabling organizations to achieve operational excellence in workforce management.

2   Configurable Components in Infor WFM

Infor WFM provides a comprehensive suite of configurable components that allow organizations to tailor the system to their unique requirements without extensive custom coding. These components streamline implementation and enhance usability across industries.

2.1   Quick Rule Editor

The Quick Rule Editor is a cornerstone of Infor WFM's configurability, offering a user-friendly interface for creating and modifying business rules. This tool enables administrators to define rules for scheduling, time and attendance, and compliance without requiring deep programming knowledge. For example, users can configure rules to enforce nurse-to-patient ratios in healthcare or manage overtime policies in manufacturing. The editor supports conditional logic and integrates seamlessly with system data, allowing rapid adjustments to meet evolving needs. According to Infor's product documentation (https://www.infor.com/products/workforce-management), the Quick Rule Editor reduces configuration time by enabling non-technical users to implement complex rules efficiently.

2.2   Data Import and Export Capabilities

Infor WFM's robust data import and export functionalities provide unparalleled control over workforce data. Users can export data in formats like CSV or XML, manipulate it externally using tools like spreadsheets, and reimport it into the system. This capability is critical for:

- Data Migration: Transferring historical data from legacy systems.

- Bulk Updates: Adjusting employee records or time entries in large volumes.

- Test Data: Importing pre-determined overrides for employee information or timesheet entries

- Integration: Synchronizing with payroll, HRIS, or other enterprise systems.

The system's templates and field-mapping tools ensure data integrity, making it easier to manage large-scale changes without manual intervention.

2.3   Groovy Scripting

Groovy scripting significantly enhances Infor WFM's configurability by enabling dynamic customization of the Rule Engine, entitlements, Data Events, and extensions like Attendance Control, empowering organizations to address complex workforce requirements with precision. Through the Rule Engine, Groovy scripts allow users to define intricate business logic, such as custom pay calculations or scheduling rules, ensuring compliance with Union agreements or corporate policies. For entitlements, scripts facilitate tailored conditions for shift assignments or leave approvals, streamlining processes like overtime allocation. Data Events leverage Groovy to automate data-driven actions, such as triggering notifications or updates based on employee time entries, improving operational responsiveness. Extensions like Attendance Control benefit from scripts that enforce specific attendance policies, reducing manual oversight. By providing a robust framework for rapid, in-app customization, Groovy scripting minimizes reliance on external development, accelerates implementation, and enhances system efficiency, complementing Infor WFM's intuitive configuration tools

2.4   Configurability Across Industries

Infor WFM's configurability is particularly beneficial across various industries, allowing organizations to tailor the system to meet specific operational requirements. Below are examples from healthcare, manufacturing, and retail sectors.

Healthcare

In the healthcare sector, Infor WFM enables organizations to set up rules that ensure compliance with critical staffing ratios, such as nurse-to-patient ratios, which are essential for patient safety and care quality. Additionally, the system allows for the configuration of shift differentials to incentivize staff for working less desirable shifts. Compliance with labor regulations, including the Fair Labor Standards Act (FLSA), is streamlined through automated rule enforcement. For instance, hospitals can configure schedules to guarantee adequate rest periods between shifts, thereby reducing the risk of fatigue-related errors and ensuring regulatory compliance.

Manufacturing

Manufacturing environments often operate under complex union agreements that dictate specific shift patterns, overtime rules, and premium pay conditions. Infor WFM provides the tools to precisely configure these policies within the system. By automating the calculation of overtime, shift premiums, and other pay components, the system minimizes the potential for errors and disputes. This automation not only enhances accuracy in payroll processing but also supports transparent and fair compensation practices, which are crucial for maintaining positive labor relations.

Retail

For retail businesses, aligning staffing levels with customer demand is key to operational efficiency and profitability. Infor WFM allows retailers to configure demand-driven schedules that take into account sales forecasts, foot traffic patterns, and employee availability. This ensures that stores are adequately staffed during peak times while avoiding overstaffing during slower periods. The system's flexibility enables quick adjustments to scheduling rules in response to changing business conditions, such as seasonal sales or promotional events, thereby optimizing labor costs and improving customer service.

These examples illustrate how Infor WFM's configurability empowers organizations in different industries to address their unique workforce management challenges effectively.

2.5   Scenario: Union Contract Renegotiation

Consider a manufacturing company renegotiating a union contract that changes overtime pay rates and shift premium policies. Using the Quick Rule Editor, a qualified technical resource can update the appropriate pay rules to reflect new terms, such as a 2.0x overtime rate for certain job roles. Changes can be made effective a specific start date in the future or retroactively along with versioning of pay rule information to ensure that retroactive changes to timesheets use the appropriate rule sets.

3   Configuration vs Customization

Configuration involves adjusting system settings through built-in "Config Mode" utility, while customization requires coding to extend functionality. Infor WFM excels in configuration, enabling users to meet most requirements without coding. For advanced needs, Groovy scripting is available, and compliments the system's user-friendly configuration tools, which reduce reliance on technical expertise. This approach contrasts with competitors, where complex changes often require custom development completed by the competitor's resources, increasing costs and significantly increasing implementation time due to resource constraints.

4   Comparison with Competitors

Infor WFM's configurability surpasses that of Workday and UKG (Kronos) in several key areas.

4.1   Workday

Workday's Business Process Framework allows configuration of workflows and approvals, but granular rule-based changes often require Workday Studio, which demands technical skills (https://www.workday.com/en-us/products/human-capital-management/overview.html).   Infor

WFM's Quick Rule Editor, by contrast, enables non-technical users with some training to configure complex rules directly, offering greater agility.

4.2   UKG (Kronos)

UKG's Pay Rule Builder supports pay policy configuration, but deeper customizations often require professional services or API integrations completed by UKG resources directly (https://www.ukg.com/solutions/workforcemanagement). Infor WFM's in-app tools allow independent configuration, reducing costs and implementation time.

5   Benefits of Superior Configurability

Infor WFM's configurability delivers significant advantages:

- Reduced Implementation Time: Intuitive tools enable faster setup and deployment, often within weeks, compared to months for systems requiring custom coding.

- Lower Total Cost of Ownership: In-house configuration reduces reliance on external consultants, lowering long-term costs. Instead of requiring vendor specific employees, any expert in Infor's WFM solution can assist in extending the product provided they are well versed with the application and solution design.

- Increased User Satisfaction: Tailored interfaces and workflows enhance usability, boosting adoption and productivity.

- Enhanced Adaptability: Rapid configuration adjustments ensure alignment with evolving business needs, such as new labor laws or operational changes.

6   The Future of Workforce Management

As workforce dynamics evolve with trends like remote work and AI-driven scheduling, configurability will be critical. Infor WFM's flexible architecture ensures it can adapt to new regulations, technologies, and work arrangements, future-proofing organizational investments. Integration with Infor OS further enhances its ability to support emerging needs, such as real-time analytics and cross-system workflows.

7   Conclusion

Infor WFM's exceptional configurability sets it apart from competitors like Workday and UKG (Kronos), providing organizations with the tools to meet complex workforce management challenges. Features like the Quick Rule Editor, robust data manipulation capabilities, and extensive UI customization empower businesses to tailor processes precisely, enhancing efficiency and compliance. As workforce management evolves, Infor WFM's configurability ensures organizations remain agile and competitive, making it the preferred choice for enterprises seeking flexible, powerful solutions.

References

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8   Disclosures

This whitepaper was developed with the assistance of Grok, an artificial intelligence tool created by xAI. Grok was used to generate some initial drafts, structure content, and provide technical insights related to Infor's Workforce Management product (WFM). The content has been thoroughly reviewed, edited, and enhanced by the author to ensure accuracy, relevance, and alignment with industry standards. All examples, case studies, and additional sections reflect the author's contributions and expertise. The use of AI was intended to streamline the drafting process while maintaining the integrity and originality of the final work