

Team Member FAQ

Project Overview

Q. What is Infor CloudSuite?

A. Infor CloudSuite is the 11th version of the Infor platform, a set of software used by human resources, payroll, finance and supply chain departments. Lawson (soon to be upgraded to CloudSuite) is also the system through which team members currently access their benefits, pay history, tax documents and more.

Q. Who is affected by the change?

A. This change will affect all team members to some degree, but it will be particularly impactful for team members who work in human resources, payroll, finance, supply chain and IT, since these departments will either be receiving a new software suite or assisting with the rollout. The upgrade will have two parts to it: Human Capital Management (HCM) and Payroll, which is Infor's software suite for human resources and payroll, and Financials and Supply Management (FSM) and Grant Accounting, which is the software suite for finance and supply chain.

Q. Why are we choosing Infor CloudSuite for the upgrade?

A. Over the years, we've made several changes that help us get the most out of our current systems. Since we already have some of the best software systems in place, we are upgrading these to provide the best functionality and the easiest transition for team members, rather than looking elsewhere for new platforms. Ballad Health has had a good experience with the Infor platform, and this upgrade will make it even easier for team members to access pay history, enroll in benefits, update information and more.

Q. What will be different?

A. When you go to look at benefits, check time off or access pay stubs, you will notice changes in the look of the systems that you're using. We're working to make it more intuitive and streamlined while providing more options, such as the ability to accept assigned tasks, track their progress, create and add notes throughout the process and mark items as complete.

Team members who work in human resources, payroll, finance or supply chain will notice more substantive changes, including some convenient new task automation and better organization. Team leaders have been working to determine exactly which features will provide the greatest benefits, and more details will be available soon.

Q. Why is this being done now?

A. This is a relatively recent update, and now that we have some resources freed up from the focus on COVID-19 that has been required for the past couple years, we are catching up on the most modern software so we can provide team members with the best tools possible. We work to properly maintain the applications we have employed, and this upgrade is part of that effort.

Q. Who is overseeing the CloudSuite project?

A. We have two teams dedicated to this project. The first is a cross-functional, executive steering committee of team members in charge of overseeing the development and implementation of Infor CloudSuite. This team is receiving consulting support from Infor and RPI Associates, who are advising on some technical design, build aspects and change management. The team consists of the following members:

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|--------------------------------------------|---------------------------------------------------------------------------------|
| Marvin Eichorn, Executive Sponsor | Lynn Krutak, Executive Sponsor |
| Pam Austin, Information Technology (IT) | Debbie Dover, Human Resources |
| Ken York, Supply Chain Management | Shane Hilton, Finance Management |
| Paige Carter, Compliance | Janet Shelton, Finance |
| Kandy Childress, IT Operational Excellence | Chrystal Jones, IT Project Management Office |
| Tammy Cox, IT Application Team Lead | Terry Eckley, Communications |
| Infor Support Krista Walters | RPI Support Chris Lang, Leigh Stout, Brian Depew, and Spencer Lefevre |

The steering committee is supported by a project leadership team of 30 members and a team of change champions who are actively working to implement Infor CloudSuite and ensure a smooth transition.

Infor CloudSuite Features

Q. Since we are still using an Infor platform, will this only be an update?

A. This is an update in that we are not moving away from Infor; we are simply moving forward with their latest technology suite. Ultimately, this is the same Infor, but it will look different, run more smoothly and provide more functionality. While this is an update, it will be a large update, and we want all team members to be ready to adapt to the new features.

Q. What is the cloud portion of CloudSuite?

A. Instead of having to maintain servers, monthly updates and security, this version of Infor will be cloud-hosted, which will reduce maintenance cost, system administration needs and security concerns, while removing the need for Ballad Health to run regular standard feature updates.

Q. What new functions will be available?

A. Team members will have access to new features such as submitting immunizations/vaccinations to Team Member Health virtually and logging safety incidents directly on the site.

On the manager space, managers will be able to view and submit team member Occupational Health and Safety information and easily access employment information about everyone on their team from one page. Managers will also be able to easily view time-off balances and access resources to provide team member feedback and recognize and support their performance.

For team members working in human resources, payroll, finance or supply chain, many manual tasks and processes will be automated in order to reduce errors and delays and improve end-user experience. Based on job roles, some of these improvements include having information more centrally located; having a more streamlined process for viewing and approving invoices and processing payroll; accessing tracking and status for purchase orders without having to run a report; and having real-time interfaces between modules that deliver patient service revenues.

Q. What functions will no longer be available?

A. No major functionalities currently available will be removed in the upgrade to Infor CloudSuite.

Q. Will there be any changes to the login process?

A. Yes, there will be a couple changes. Multi-factor authentication will be enabled, making your Infor account even more secure by requiring a unique code, sent to your email or mobile device, prior to login. The login page will also look different, as you will log in through the Windows portal to access your Infor account, using the same password as usual but entering your Ballad Health email address for the username instead of your employee ID number.

Project Timeline

Q. When will changes take effect?

A. The project will begin going live Dec. 27, with the goal to be fully rolled out in January. More details will be communicated in the coming months. For six months following the rollout, the leadership team will watch for any issues or changes that may need to be addressed further down the line.

Q. What is the status of the project now?

A. The leadership team recently finished analyzing the current state of our system and the initial build for the future state. We are now in the process of reaching out to those departments and teams who use the Infor system to perform their jobs, so that we can introduce to them the newest platform and features. Starting in mid-July, the focus will be on building technology requirements to support the updates, testing the system and deploying team member training.

Q. How will the rollout affect workflow?

A. There will likely be a small amount of Infor downtime in late December and January as the project team migrates the solution into the production environment. All downtime notices will be appropriately communicated beforehand by IT.

Q. Where can I learn more?

A. We are creating a Ballad Health News site containing resources to support this project. Once we are further along and have more information, including updates, tip sheets and other resources, we will roll out the site to team members.