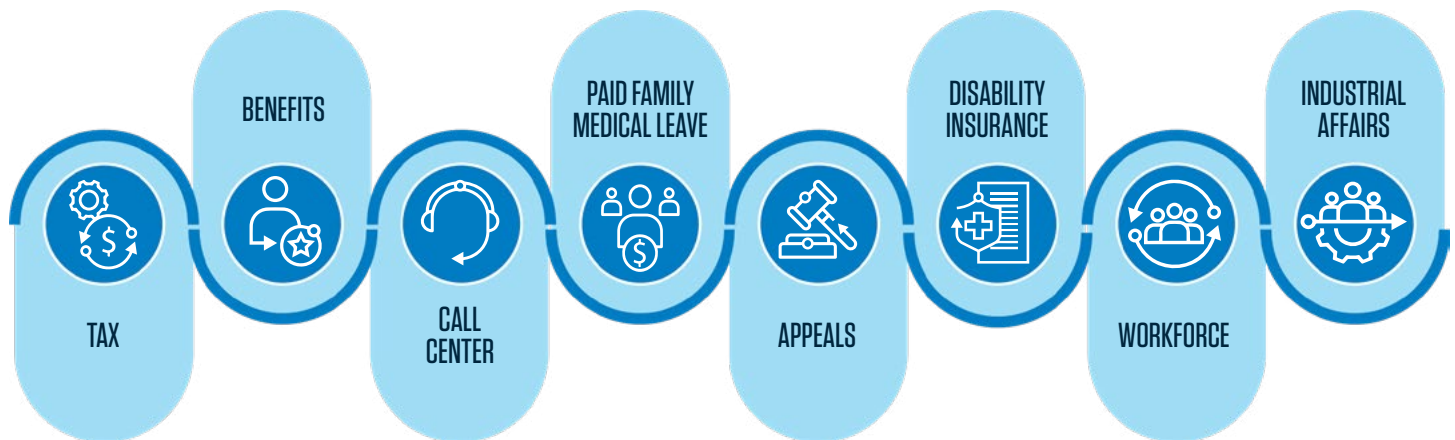


INFOSYS LABORFORCE

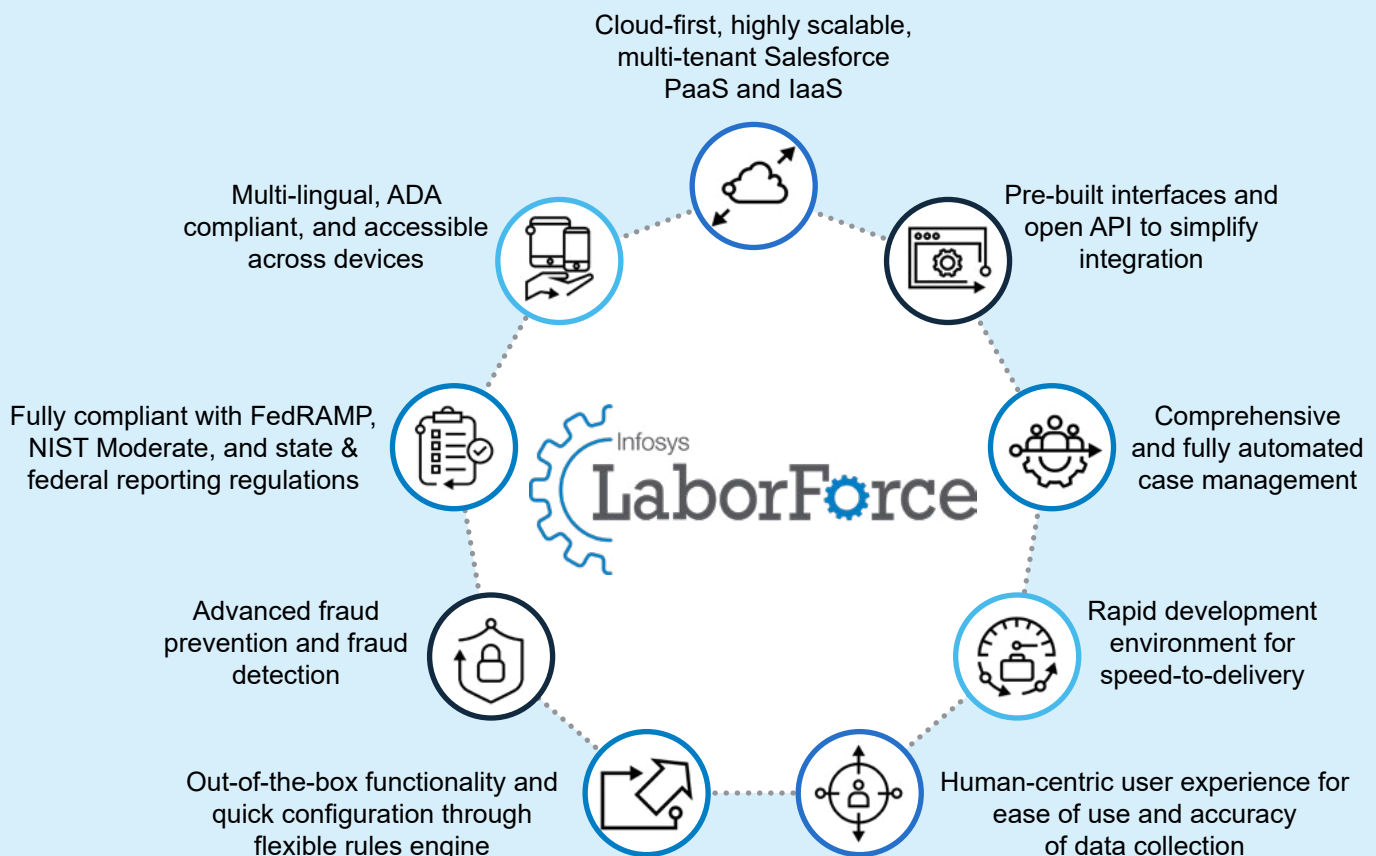
Fully Integrated, Cloud-first Enterprise Labor Platform

Infosys LaborForce offers a fully integrated, cloud-first enterprise platform for states to transform their existing Labor system into a truly digital, resilient, and future-proof system.

The modular platform has a proven design to support all programs:



DON'T IMPLEMENT YOUR NEXT LEGACY SYSTEM - GET INFOSYS LABORFORCE



SUPPORTED BY PROVEN SERVICES AND IMPLEMENTATION APPROACHES

Infosys LaborForce is designed and delivered by Labor experts with 200+ years of combined experience of implementing Labor systems across 20+ states.

Infosys LaborForce may be implemented in full or by module. Team Infosys can also be engaged to support existing systems. Experience on-time, on-budget, and predictable execution with our proven services.



Training and Organizational Change Management



UX Redesign and Improvements



Fraud Program Improvement and Design



Grant Management



Federal Reporting and Data Validation



Call Center Management



Legacy System Support and Maintenance



IT Staff Augmentation



Modernization and RFP Planning

CLIENT EXAMPLES

Several agencies are leveraging Infosys LaborForce modules to achieve connected customer experiences, streamlined operations, better performance, and overall cost savings.

A State Department of Labor and Workforce Development

The State built a case management system and portal on the Salesforce Platform to track and correspond with citizens appealing claims. **Deployed to 130 users in 16 weeks**, the solution enabled the State to be compliant with reporting to USDOL for the first time in over 9 years, **improve case handling time** from 189 days to less than 12 days, and **reduce case backlog**.

A State Department of Labor

The State built a tailored unemployment claims application through a responsive-design, fully customized customer community portal with live agent chat support for claimants, claim processing management, and service cloud console for the State's call center managers (CCM) and customer service representatives (CSR). The new solution resulted in massive adoption with nearly **4,000 customer community user accounts** created and **3,300 calls deflected** in the first four days, saving **500 call center person-hours**.

Build a truly digital, resilient, and future-proof Labor system with Infosys LaborForce.
Contact Brian.Bennett@infosys.com for a demo.