

# INFOSYS LABORFORCE

Fully Integrated, Cloud-first Enterprise UI Platform

States UI systems need to become more agile and resilient to manage:



Evolving regulations



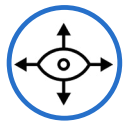
Fluctuating UI caseloads



Higher service expectations



Shorter response times



Stringent oversight

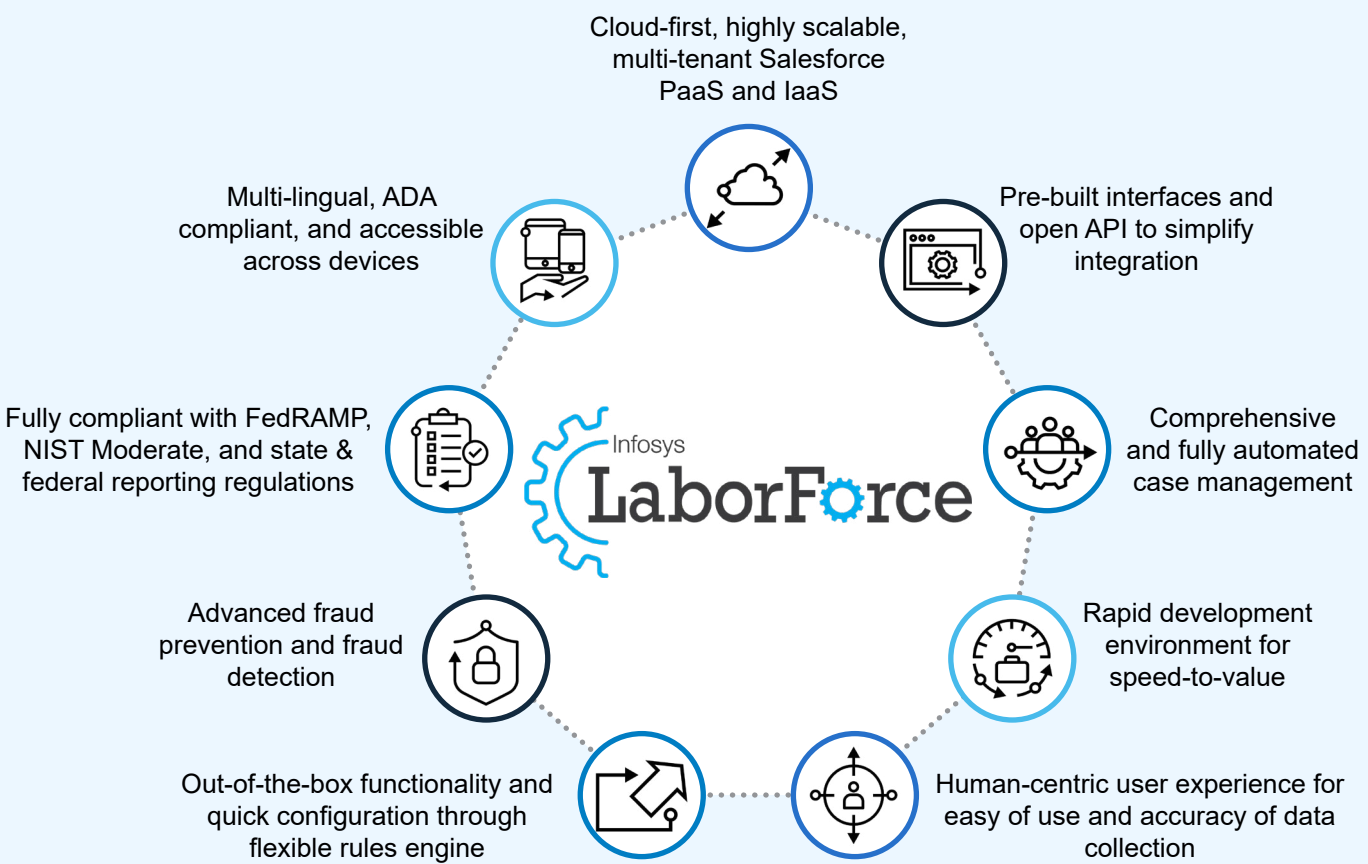
Infosys LaborForce offers a fully integrated, cloud-first enterprise platform for states to transform their existing UI system into a truly digital, resilient and future-proof application.

The modular platform has a proven UI design to support:



\*Including Pandemic and Family Leave programs

## DON'T IMPLEMENT YOUR NEXT LEGACY UI SYSTEM. GET INFOSYS LABORFORCE



## SUPPORTED BY PROVEN SERVICES AND MULTIPLE IMPLEMENTATION APPROACHES

Infosys LaborForce is designed and delivered by UI experts with 200+ years of combined experience of implementing UI systems across 12+ states.

Implement Infosys LaborForce in its entirety or choose the modules you need or just engage our team to support your existing programs, experience on-time, on-budget, predictable execution with our proven services.



UI Training and Organization Change Management



UX Redesign and Improvements



Fraud Program Improvement and Design



Grant Management



Federal Reporting and Data Validation



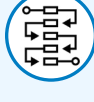
Call Center Management



Legacy System Support and Maintenance



IT Staff Augmentation



Modernization and RFP Planning

## CLIENT EXAMPLES

Several agencies are leveraging the Infosys LaborForce's modules to realize incredible results ranging from more connected customer service, to 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 for UI. **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 initial 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, which has **saved 500 call center person-hours to date**.

Build a truly digital, resilient and future-proof UI system with Infosys LaborForce. Contact [Brian.Bennett@infosys.com](mailto:Brian.Bennett@infosys.com) and [Lee.Carter@infosys.com](mailto:Lee.Carter@infosys.com) for a demo.