

Delaware Department of Labor selects Infosys Public Services to modernize its labor systems

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Infosys Public Services, a subsidiary of Infosys, has been awarded a contract by the Delaware Department of Labor to modernize the state's unemployment insurance tax, benefits, and appeals programs. The company will also develop a new system for the state's paid family medical leave program.

Infosys will implement its LaborForce solution, a Salesforce-based enterprise labor system, to streamline operations, enhance customer service, and improve the overall efficiency of the Delaware Department of Labor. This cloud-native solution will enable the department to adapt quickly to changing economic conditions and strengthen its security posture.

Karryl Hubbard, Secretary, Delaware Department of Labor, said, "Facing an aging legacy system characterized by manual processes, incorrect dates and delays, we needed to transform customer experience, optimize and streamline operational processes and provide a technology platform enabling rapid response to quickly changing economic scenarios and an ever evolving federal and state regulatory environment. We are thrilled to collaborate with Infosys Public Services to implement Infosys LaborForce and vastly improve the services we provide."

Lax Gopisetty, President and CEO, Infosys Public Services, said, "We are honored and excited to work with the Delaware Department of Labor and help them navigate their implementation journey with Infosys LaborForce. The solution has been designed by Infosys Public Services' National Labor Practice with experts who have helped modernize labor systems in 20+ states. We look forward to leveraging our extensive experience in enabling Delaware to build a future-resilient system and serve their residents more efficiently."

Nasi Jazayeri, Executive Vice President and General Manager, Salesforce Public Sector Solutions & Net Zero Cloud, said, “Alongside Infosys Public Services and the Delaware Department of Labor, we are committed to improving state workforce programs and building resilient systems within the public sector. Built on our powerful Salesforce Public Sector Solutions and government cloud platform, Infosys LaborForce, the fully integrated, cloud-native labor system has groundbreaking implications for the entire state government labor systems market.”

Infosys will leverage the capabilities of CAI, a global services firm, to support project management and IT services, ensuring a smooth implementation.

Image: Infosys