



Enable your citizenry to submit service requests anywhere, anytime through their personal smartphones with Infor Hansen Mobile 311.



## MOBILE 311

### AS PHONES GET SMARTER, YOU CAN TOO.

A mobile revolution is underway. The availability of inexpensive, yet powerful smartphones, the proliferation of mobile application marketplaces, social networking, and consumer oriented geospatial information systems have converged to create a highly empowered citizenry. Major public sector initiatives such as Gov 2.0 are now aiming to facilitate community-based collaboration, or "crowd sourcing," through consumer-oriented smartphone applications and to leverage them as a viable mechanism for gathering and disseminating information.

### EMPOWER THE CROWD.

Infor™ Public Sector brings decades of experience at helping government agencies deliver more with less. Today, municipalities are looking to reach out and interact with their citizenry through personal smartphones. In response, Infor is now offering Infor Hansen Mobile 311. An alternative to web-based or call center-based 311 interfaces, Infor Hansen Mobile 311 allows anyone to quickly and easily create, submit, and review service requests directly to the appropriate Hansen 7 or Infor Hansen (Release 8) asset management solution.

### GET MORE FOR LESS.

Municipalities like yours can use Infor Hansen Mobile 311 to capture more information than is possible through traditional 311 interfaces, including accurate location data, photographs, and other details. Users can capture the exact service request location through the Global Position

System (GPS) receiver built into their smartphone. The location information can immediately serve as the basis for creating a service request or stored in a location catalog for later use, which means that your staff can spend less time entering data—it's already in the system.

Your service crews will have more complete information when they go to perform repairs or answer complaints because users can capture and attach a photograph to the service request in real-time or select a photograph from the smartphone's photo library.

Users can additionally provide text comments or contact information as optional information to include with each service request. They can also review the current status of previously submitted service requests and view the location of all active service requests for the selected municipality.

You can appeal to a younger and more tech-savvy constituency, as well to encourage stronger community collaboration and interaction through the smart and effective use of popular consumer technology, thanks to Infor Hansen Mobile 311.

#### **Extend your investment without overextending your budget**

The Infor Hansen Mobile 311 infrastructure is "cloud-based," running 24x7 over the Internet. This means that you don't need to procure, provision, or support additional hardware to use the solution. It automatically routes service requests through the cloud to the appropriate Infor Hansen solution based upon configuration settings and the service request location.

Infor Hansen Mobile 311 is licensed as a Software as a Service (SaaS) solution. Rather than purchasing traditional upfront software licenses, you can lease access to the solution on an annual basis. Pricing is coupled to total population size, eliminating guesswork and providing an economical pricing model that spans your municipality's entire potential user base.

#### **SEE BETTER RESULTS FASTER.**

Crowdsourcing can turn municipal data gathering from an expensive chore to a game that everyone can play. You'll not only gain a new stream of valuable information at almost no cost, you'll create a way to let your citizens feel more immediately involved in the way their community works and generate more complete, up-to-date information at the same time. You'll break new ground in citizen involvement and develop a reputation as a cutting edge municipality that responds quickly and effectively to the needs of your community when you deploy Infor Hansen Mobile 311.

#### **THERE IS A BETTER WAY.**

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy, and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit [www.infor.com](http://www.infor.com).

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The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are black, while the letters "R" and "A" are red. A small trademark symbol (TM) is located to the upper right of the "R".