

Infor Hansen CDR

➔ Infor Hansen CDR is an integrated suite of solutions designed specifically to address the complex community development and regulation challenges of local governments.



Do business better.

In the public sector, those responsible for community development and regulation (CDR) play a pivotal role in determining the financial health of the organization and the overall service levels achieved. It's been quite a challenge lately. The decline in development activity in recent years has meant fewer permit applications, reduced revenue and, not surprisingly, more pressure on the community development and regulation staff. This business environment has created a greater sense of urgency to find ways that permitting, code enforcement, business licensing, and related departments can increase efficiency, improve cost recovery, and increase revenue.

In many situations, what's needed is a more advanced software solution that offers robust new functionality to streamline permitting processes for your employees and the citizens they serve. For many local agencies, the Infor™ Hansen CDR solution is the solution of choice.

Leverage experience.

Infor Hansen CDR is an integrated suite of solutions designed specifically to address the complex community development and regulation challenges of local governments. The solution has been helping permitting, code enforcement, business licensing and other departments improve their operations for more than 15 years. Infor Hansen CDR is currently being used by government agencies, large and small, throughout the US, Canada, and other countries.

INFOR™

Infor Hansen CDR features industry-leading capabilities that can transform CDR business processes and the contribution they make to customer service and the financial health of the organization.

Get business specific.

Developed using the Microsoft® .NET framework, Infor Hansen CDR makes it easy to configure the solution to match your unique business process workflows. The solution features easy-to-use tools for maintaining and extending solution capabilities. The robust personalization capabilities of MyHansen make it easy for users to personalize their individual workflow.

Infor Hansen CDR offers capabilities to enhance the execution of key community development and regulation processes, including:

Land management and permitting. Infor Hansen CDR features a wide range of planning, project development, building permit, and use permit capabilities to manage all aspects of land management and permitting.

- *Planning.* The Planning module is designed to manage all planning activities, including rezoning, subdividing commercial or residential parcels, variances, and special uses.
- *Projects.* For larger construction projects such as a major subdivision, shopping mall or high-rise building there is a

Projects module that links all applicable permit activity into a single large project to manage cross department dependencies and linkages. Infor Hansen Project Permit helps to efficiently manage plan review processes, field inspections, tracking and resolving code violations, fee schedules, payment of fees, and other activities.

- *Building Permits.* Infor Hansen Building Permit manages the permitting process for construction, alteration, addition, or repair of commercial and residential structures.
- *Use Permits.* Infor Hansen Use Permit manages the permitting process for structures, property, and equipment. The module also can be used to manage activities such as parades, film permits, and produce stands.

Licensing. Infor Hansen includes licensing modules to manage all user-defined license types for businesses and individuals. Infor Hansen License tracks all non-trade related licenses and activities such as commercial licensing, equipment, animal, and premises. The module includes capabilities to manage endorsements or multiple activities on a single “master license.” In addition, Infor Hansen License offers flexible renewal cycles, license-specific billing, fee assessment and collections, review processes, and other conditions of approval. The Infor Hansen Trade License module supports the testing, issuance, renewal, fee assessment, and collection processes for certifying individuals in the construction trades, architects, third-party inspectors, and others.

Regulatory and code enforcement. The Infor Hansen Code Enforcement module provides capabilities to track and resolve violations of federal, state or provincial regulations, and local ordinances or rules. The module includes specific capabilities for conducting inspections, specially defined follow-up inspections, hearings, fines, and fee assessments.

Billing. Infor Hansen CDR Billing gives permitting, code enforcement, business licensing, and other departments seamless access to billing capabilities previously only available to utilities, finance, and other departments. The solution provides CDR departments with capabilities for processing payments, managing rates, delinquencies, licenses, conducting bill runs, and sending notices and invoices to customers.

Mobile Capabilities. Infor Hansen Mobile Work Management is a fully functional, field-automation solution



that enables workers in the field to access information and update back-office CDR components from remote locations.

Online access. Infor Hansen Portals allow CDR departments to provide automated Web-based services. The solutions enable customers to perform several activities online, including reporting problems, filing complaints, paying bills, submitting permit applications, requesting inspections, and submitting license applications.


Mapping. Infor Hansen Map Drawer is a powerful spatial decision support tool that allows CDR employees of all skill levels to request and use a graphical display of information pertaining to permitting, land management, and code enforcement.

Security. The Infor Hansen CDR solution provides robust security capabilities for establishing and managing distinct security practices for individual departments.

See results now.

Community development and regulation is an inherently complex set of processes that can be difficult for citizens to understand and follow, and difficult for local agencies to manage. Local agencies worldwide are using Infor Hansen CDR to make their community development and regulation processes a source of new business efficiency. Key benefits of Infor Hansen CDR include:

- Increased revenue due to improved collection of penalties and interest, and other process improvements
- Dramatic improvements in cost recovery due to consolidated billing processes
- Higher customer satisfaction through more efficient delivery of services
- Increased regulatory compliance
- Improved interdepartmental communications
- Automation of processes to better manage workflow.

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About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit www.infor.com.

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