Infor Hansen Portals offer a breakthrough approach for delivering web-based government services to citizens.

INFOR HANSEN PORTALS

DO BUSINESS BETTER.

It's become obvious that local government agencies need to supplement traditional customer contact methods with an online, self service option. As residents and businesses increasingly turn to the internet to get information and conduct business transactions, they are looking to their local government agencies to provide similar flexibility and convenience. For local agencies, it's no longer a question of whether to offer online services. Instead it's now a question of how to meet this customer expectation in a way that increases service levels and reduces costs.

LEVERAGE EXPERIENCE.

Infor™ Hansen Portals offer a breakthrough approach for delivering web-based government services to citizens. The solution has been designed by Infor public sector experts to securely and seamlessly enable a wide range of online services to interact directly with Infor Hansen back office capabilities. Infor Hansen Portals enable customers to conveniently get real-time information, pay fees, and apply for business licenses and building permits online. It facilitates efficient, collaborative, and environmentally friendly processes enabling users to check the status of pending requests, schedule inspections, and upload documents and plans.

GET BUSINESS SPECIFIC.

Infor Hansen Portals are easy to implement, administer, and use. Based on the Microsoft® .NET framework, they can easily be modified to meet changing requirements. The solution can seamlessly integrate online services into your existing website look and feel to maintain your branding.

Flexible implementation and management.
Infor Hansen Portals streamline implementation and ongoing management of customer self-service capabilities by fully leveraging the back office capabilities of the Infor Hansen solution. Because the solution adheres to Infor Hansen rules and milestones, there is no need to include logic on self-service web pages, a capability that streamlines implementation and contributes to ongoing efficiencies.

Specific Infor Hansen Portal capabilities.
Service requests: Submit and track citizen requests for government services online. Users can request an e-mail confirmation that provides a status of the request.

Code enforcement: View complaint and violation cases by status, case number, contact address, and parcel. Users also can modify contact information associated with code enforcement and case management activities.

Building permits.
Apply for building permits and track the status of applications online. The module enables users to schedule and cancel inspections, pay fees, view application details, and print permit placards.

Business licensing.
Apply online for a variety of licenses, such as business, animal, and professional; track the status; modify contact information; pay fees; view application details; and print issued licenses.

Planning.
Submit planning and land-use applications online, view hearing results, submit comments, and pay fees.

Use permits.
Apply for permits, including electrical, roofing, siding, plumbing, and heating. Track applications online, modify contact information, schedule and cancel inspections, pay fees, and print permit placards.

Trade licensing.
Enables contractor trade and other professionals to apply for trade licenses and track the status of their applications online, modify contact information, renew licenses, and pay fees.

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.

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