

Infor Hansen

➔ Infor Hansen is a comprehensive solution designed specifically to help state, city, county, and special agencies improve the efficiency of a broad range of operational processes.

Do business better.

In public sector organizations, the need to do more, faster, and with fewer resources is a near universal challenge. Despite their talent, hard work, and good intentions, people working in most government agencies face enormous obstacles. Agencies at all levels of the public sector are facing constrained budgets, but with no corresponding decline in their workload. In fact, increasing compliance requirements and customer expectations mean that often the workload is increasing while staffing and operational budgets are declining.

Aggravating the situation is the fact that many government agencies are relying on outmoded, disparate technology systems that wouldn't be up to the tasks at hand even if budgets and staffing were generous. Meeting the pressing challenges of government entities requires a modern enterprise software solution designed to meet the specific requirements of the public sector.

Leverage experience.

Infor™ Hansen is a comprehensive solution designed specifically to help state, city, county, and special agencies improve the efficiency of a broad range of operational processes. As the industry-leading software solution for state and local governments, Infor Hansen can be a game changer for public sector organizations facing seemingly impossible challenges.



INFOR™

The Infor Hansen solution is being used successfully by more than 450 government agencies which serve the needs of more than 80 million people and conduct 1.2 billion transactions per year. The scalable solution is used by many of the largest government agencies with the most complex information technology (IT) requirements. When you implement Infor Hansen, you get capabilities to increase your efficiency, lower operational costs, improve compliance, and deliver high-quality services to customers.

Get business specific.

Infor Hansen is an innovative suite of integrated applications developed using the Microsoft .NET framework and built from the ground up to be workflow oriented so functionality conforms to the business processes of individual departments. Because it is Web-browser based and leverages the familiar Microsoft interface, Infor Hansen is easy to personalize, easy to deploy, and easy to learn. Using XML web services, data mining, and dynamic page content, Infor Hansen functions as a complete business productivity environment.

Infor Hansen delivers government-specific capabilities in three key areas: asset management, customer information system (CIS) and utility billing, and community development and regulation (CDR).

Asset management. Infor Hansen offers integrated asset and work management capabilities so you can more effectively track and maintain your agency's assets. Infor Hansen Asset Management includes specific capabilities to plan, schedule, and execute effective maintenance programs, as well as track and report costs accurately against assets and activities. Analytical capabilities make it possible to analyze how assets are being used so you can make more informed decisions about maintenance and replacement of core assets.

Infor Hansen Asset Management also helps you efficiently capture the information you need to improve the accuracy and efficiency of regulatory compliance. The solution has specific capabilities to help comply with Capacity, Management Operations and Maintenance (CMOM), the U.S. Environmental Protection Agency's guidelines for municipal wastewater management; and the Governmental Accounting Standards Board (GASB) regulations designed to improve governmental accounting and financial reporting. Infor Hansen software is fully GASB 34 compliant using the modified approach as defined by GASB.

CIS and utility billing. Infor Hansen CIS Billing is a comprehensive suite of modules designed to improve the efficiency and accuracy of billing processes for a wide range of government services, including water, wastewater, storm, refuse, permitting, licensing, and code enforcement. Infor Hansen CIS Billing delivers proven capabilities for managing rates, managing delinquencies, conducting bill runs, and sending notices to customers. The solution includes an integrated cashiering system for accepting and processing all payments online and over the counter by check and credit card.

With Infor Hansen CIS Billing, it is easy to personalize and configure screens, processes, and dashboards to meet your specific needs without custom programming. The highly scalable solution can generate 1,000 error-free bills per minute. It is currently being used by local agencies to process more than 16 million bills per year.

CDR. Infor Hansen CDR is a comprehensive set of capabilities designed specifically to help local and state agencies manage their CDR processes. The solution makes it possible for a local agency to adopt best practices for planning, large project development, building and use permits, licenses, trade licenses, and code enforcement.



Infor Hansen CDR uses data analysis and Geographic Information System (GIS) systems to provide the information necessary for making good decisions about land use and other community development and regulatory considerations. By using Infor Hansen CDR, local agencies can improve their customer-service levels and, in turn, improve the responsiveness and compliance rates for citizens and contractors.


In addition to functionality designed to address business processes and departmental requirements, Infor Hansen offers several organization-wide capabilities, including:

Robust personalization capabilities. The Infor MyHansen workspace makes it easy for users to personalize their individual workflow. With Infor MyHansen, users have access to internal tools, external applications such as Microsoft Outlook modules, and dashboards with graphical displays of key performance indicators. The Infor MyHansen page displays a user's specific actions, in addition to third-party content such as up-to-the-minute weather forecasts.

Advanced customer service capabilities. Infor Hansen CRM provides tools designed to help public sector organizations address their specific customer-service requirements, including handling customer complaints, license renewals, permit applications, utility bill questions, property tax bill payment, work crew dispatch, and miscellaneous information requests. The solution provides call center operators with direct access to a single version of all information intended for dissemination to the public.

Enhance citizen access. Infor Hansen Portals are easy-to-use, easy-to-implement solutions for giving citizens the ability to use your website to pay bills, apply for and process permits, request services, get a status on pending request, and get information. Infor Hansen Portals integrate securely and seamlessly with the Infor Hansen back-end processes

Mobile. Infor Hansen Mobile Work Management provides a full range of mobile capabilities so your field workers can access information, perform tasks, and update Infor Hansen back-office systems from remote locations. This facilitates orderly work order management, meter reading, permit inspections, code enforcement, and other processes.

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Map Drawer. The Infor Hansen Map Drawer enables organizations to view Geographic Information System (GIS) map data through the Infor Hansen system. A user can view open work orders, service request locations, and create projects through a map-based graphical user interface. Infor Hansen works with major third-party GIS solutions.

See results now.

Public sector customers worldwide are using the Infor Hansen solution to improve the efficiency of their operations and their service to citizens. By offering customers a single, enterprise solution with advanced public sector-specific capabilities, Infor Hansen delivers a wide range of tangible benefits, including:

- Significant improvements in cost recovery
- Increased IT efficiency through the reduction in disparate applications and introduction of more robust capabilities
- Improved regulatory compliance
- Improved customer service.

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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