



Infor Federal Solutions

Respond to new challenges

Federal agencies like yours face unprecedented challenges today, including an aging workforce, shrinking budgets, threats to security, and demands for greater transparency. In spite of these challenges, citizens and legislators expect agencies to evolve and respond as rapidly as the high tech devices found in everyone's pocket. That's a difficult expectation to satisfy while operating an organization that's focused on everything from finance and healthcare to legislation and national defense, with duties that continue around the clock.

Infor® helps you meet both challenges and expectations with Federal Solutions designed specifically to support the processes and priorities that are unique to the US government. In addition, Infor's flexible deployment options allow you to run your organization in the cloud, on-premise, or in a hybrid environment.

Leverage decades of federal experience

For more than 30 years, Infor has served federal agencies of every size and type, creating solutions that make organizations more efficient, agile, compliant, and secure. That's why more than 200 federal agencies use Infor solutions, as do 1,100 state and local governments. We work with a world class network of partners to address the most pressing requirements of a wide range of federal organizations, including civilian and independent agencies, defense and intelligence, and health and human services organizations. Our solutions comply with the most demanding regulations and are available for direct purchase from Infor or its partners through most contract vehicles. We also serve some of the world's largest and most successful private sector organizations, in healthcare, transportation, energy, hospitality, and other highly competitive industries.

■ Discover a new approach

The industry-specific functionality offered by Infor Federal Solutions help agencies like yours be more responsive to future demands, while controlling costs and complying with government requirements.

Improve administrative efficiency

You can streamline and improve the efficiency of agency operations with the help of solutions that support the full range of federal demands, including:



- **Core financial management**—Improve operations throughout your agency with the security, scalability, and financial sophistication of Infor’s financial management solutions. Configured to suit the unique needs of government, these innovative solutions can help you eliminate duplicate records and spreadsheets and improve financial performance across your entire organization.
- **Core HCM and payroll**—Help streamline management of even the most complex federal workforce with Infor’s Human Capital Management (HCM) solutions. Your agency can optimize its workforce across the entire employee life cycle—from recruitment to retirement with tools for workforce management, talent management, analytics, and more. Forecasting and forecast consumption at the product group level
- **Risk management**—Reduce risk and satisfy the requirements of OMB Circular A-123 and FIAR (Financial Improvement Audit Readiness) with the help of Infor’s continuous monitoring solutions. You can ensure compliance, increase audit quality, and rapidly identify exceptions to prescribed financial practices.
- **Asset management**—Streamline and improve your agency’s ability to manage the custody, maintenance, and performance of every type of asset with Infor EAM. This powerful, flexible, and sophisticated asset management solution gives you complete capabilities for managing the accountability, upkeep, and sustainability of all assets, including real property, personal property, and fleet assets
- **Healthcare**—More than 72% of US hospitals with more than 150 beds trust Infor solutions to improve performance and deliver better care. Infor healthcare solutions, can help you prevent waste, fraud, and abuse in public healthcare programs.
- **Logistics and supply chain**—Transform the way you receive, deliver, and replenish supplies, while gaining a new level of control over spending with Infor logistics and supply chain solutions. You can connect more efficiently with suppliers and contractors and optimize your procurement process with Infor solutions.

Boost responsiveness

Citizens who are accustomed to online shopping and innovative retail experiences expect the same sort of fast, efficient service everywhere. If your agency doesn't keep pace with current trends in customer service, your constituents may get the impression that you don't care. You can boost responsiveness with Infor solutions that help you improve:



- **Case management**—Deliver better services with quick and complete access to citizen information when and where it's needed. Infor's customer service solutions help you respond to citizen needs fully and promptly to expedite resolution of FOIA cases, streamline the process for security clearances, and handle loan and grant applications with greater efficiency.
- **Call center responsiveness**—Ensuring agents are available to field calls is much simpler in theory than in practice. You need a lot more than people and phones—you need a complete technology platform that helps you keep your representatives productive, while tracking all the issues they address. Infor call center solutions are trusted by many of the world's busiest and most successful customer service organizations, to manage the most complex, high-volume public service operations, including tax and passport services, student loan and social security processing, management of retirement benefits, and more..
- **Campaign management**—Public-facing projects demand a high degree of specialized coordination. Infor's customer service solutions can help you ensure that your campaigns—from military recruitment to public service and healthcare education programs—run smoothly to advance the mission of your organization.

Enhance reporting and accountability

Your agency can't afford to have many different versions of strategic and operational plans floating around the organization. Effective decision support requires extensive data manipulation and reconciliation. Infor solutions improve your ability to make better decisions faster with software for:

- **Analytics**—Gain better understanding of your key operational challenges, such as workforce turnover and procurement optimization. With pre-built, government-specific analytic content, including dashboards and KPIs, Infor analytics solutions can help you gain financial and operational insight and make better, more informed decisions.
- **Budget and planning**—By combining planning, budgeting, and forecasting in a single system, Infor's enterprise performance management solution gives you more complete predictive modeling and a fast way to improve your operational planning, workforce management, and budgeting. You'll be able to build more effective strategic plans and seamlessly consolidate multiple budgets when you use Infor performance management software to streamline and consolidate all your budgeting, planning, and forecasting requirements.



Technology platform and framework

Innovative technologies from Infor make it easier for you to integrate disparate systems, improve collaboration throughout your agency, and enhance applications to serve your specific needs. Whether your agency is large or small, whether you serve millions of people or a small, specialized community, Infor technologies can help your agency run more efficiently with capabilities that include:



- **Integration technology**—Infor ION™ technology enables disparate business systems to share information by translating it into the common language of standardized XML. Federal organizations of every size, especially those with a mixed IT environment, can take advantage of Infor ION to eliminate operational silos and achieve unparalleled end-to-end efficiency.
- **Infor Cloverleaf®**—The most trusted name in healthcare interoperability, Infor Cloverleaf supports the secure exchange of electronic health information.
- **Infor Ming.le™**—Unlike information sharing technologies that are disconnected from your core applications, Infor Ming.le accesses key operational and administrative applications in real time, giving you collaboration technologies that are fully integrated across business processes, not just added on.
- **Infor Mongoose**—Easily design and deploy applications that enhance your core enterprise solution with Infor Mongoose, our advanced application development framework. You can create software enhancements that help you meet your unique requirements, with no need for knowledge of complex source codes or programming languages, for managing the accountability, upkeep, and sustainability of all assets, including real property, personal property, and fleet assets.

Get tomorrow's technology today

Infor is the partner you need to take command of federal-sized challenges. With deep federal contracting experience and expertise drawn from decades of implementing best practices at government agencies of every size and type, Infor is ready to help you solve the problems your agency faces today and prepare you to embrace tomorrow's opportunities. That's why **more than 200 Federal agencies use Infor solutions, as do 1,100 state and local governments, including 9 of the 10 top US cities, and 3 of the 5 top transit authorities.** With our broad portfolio of proven software solutions and our global network of experts, you can trust that Infor has a solution perfectly suited to your agency's needs.

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