Meet high quality standards.

To successfully manage a municipal water system, you have to meet high quality standards for the product, regardless of whether it's drinking water or waste water. Public safety and environmental protection depend on it. To meet your financial obligations to citizens, you need the same level of quality in your business processes. Your business challenges are unique, and to succeed, you need a specialized approach to how information flows through your organization, decisions are made, and work gets done.

Use a comprehensive solution.

Infor™ Public Sector Water will help you efficiently meet all your water system operational needs, including meter management, billing management, asset management, licensing and permitting, customer service, and cashiering. More than 300 water organizations rely on Public Sector Water and Infor's 20 years' experience serving the water industry to streamline business processes, empower workers, improve decision-making, and lower costs.

Streamline information flow.

With Infor Public Sector Water, you get an integrated solution with efficient navigation and drilldown capabilities to give you fast access to detailed information, so that you can quickly assign tasks, measure progress on projects, and record costs. You can manage all water-related business activities without building and maintaining costly interfaces. Public Sector Water integrates mobile, field, Internet, and executive reporting modules. Key capabilities include:

Billing and collection—Use easy access to comprehensive customer information to prepare accurate and timely bills, and get fast remittance. Quickly add, modify, or close accounts. Automate the dunning and collection process for delinquent accounts.

> **Use Infor Public Sector Water to improve how you manage your water infrastructure, related business processes, and relationships with customers.**

Cashiering—Consolidate and streamline cashiering activities for all revenue streams, and track all transactions using software-based cash drawers. Search for charges by account number, parcel, address, or contact name. Accept payments by credit card, debit card, cash, and checks. Track all movement of funds.

Customer service—Streamline the way you receive and record customer calls for service requests, information requests, and complaints. Easily check for duplicate calls, schedule inspections, display associated assets, add work orders or code enforcement cases, track costs, and track actions performed to resolve an issue.

Meter management—Efficiently enter meter readings, review usage, and create parameters for identifying problems. Use an automated data exchange to reduce data entry and re-entry time.

Water asset management—Create a comprehensive inventory of assets for managing water, sewer, stormwater, reservoirs, and industrial water. Manage assets such as mains, manholes, service lines, treatment plants, lift stations, pumps, valves, and backflow preventers using specialized forms within the solution. Use Public Sector Water to help manage field activities, including isolating mains, flushing and exercising valves, maintaining meters, and changing meters. Integrate data from closed-circuit television inspections into the solution.

Licensing, planning, and compliance—Manage any user-defined license types for individuals, businesses, and trades professionals. Manage the full lifecycle of a license application using business rules tailored to your organization. Integrate planning and permitting processes to streamline the process that builders and developers must follow to get complex permits. Track all code enforcement and investigation processes, including simple infringements, incident reporting, and lengthy court proceedings.

Reduce operational costs.

Use Infor Public Sector Water to improve how you manage your water infrastructure, related business processes, and relationships with customers. The solution will help you streamline core business processes so you can:

- Reduce costs.

- Meet higher customer expectations.

- Improve preventative maintenance.

- More accurately plan to meet short-term and long-term objectives.

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About Infor.

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.