

# Infor Public Sector Suite 11 (Hansen)

## Improve performance

State and local government agencies and municipal authorities face challenges that loom larger by the day. Your constituents want expanded services, greater accountability, and more transparency. Yet these demands come while you face decreasing budgets and funding, stringent limits on federal and state aid, and a physically and technologically aging infrastructure. The Infor® Public Sector Suite gives you an integrated, mobile-ready platform for improving asset management, service requests, community development, permission-based processes, regulatory processes, and financial management—ultimately allowing you to improve citizen quality of life and become more business friendly.

### With Infor Public Sector you can:

- Better manage costs and revenue.
- Improve service to your citizens.
- See clearly into all areas of your agency.
- Provide public transparency.
- Improve operational efficiencies.
- Provide improved decision support.
- Improve public outreach.
- Become more business friendly
- Create a sustainable approach

## Unmatched capabilities

- **Asset management:** The Infor Public Sector asset management solution provides an extensive range of asset-specific data fields to make it easy to manage every asset type. You can deploy the solution separately, or as part of a government enterprise solution for citizen response management, community development and regulation, and utility billing.
- **Billing:** Your staff gets the power to serve customers professionally and efficiently every day with Infor Public Sector's cutting-edge customer information system (CIS) tools. Designed specifically for the needs of local and state agencies, an included comprehensive utility billing software suite helps improve transparency and helps strengthen financial discipline throughout your organization. Sundry/Miscellaneous Billing allows you to bill customers for charges that do not originate from the CDR modules, or from utility services.
- **Community development:** Community development and regulation solutions are an integral part of Infor Public Sector. This powerful solution assists your community development and regulation staff in adopting best practices for planning, large project development, building and use permits, licenses, trade licenses, code enforcement, and case management.

## Improve results

Infor Public Sector can help you achieve superior results in all the essential areas of government agency operations. Whether it's helping public authorities respond quickly to infrastructure issues or empowering citizens to interact with their government more efficiently, Infor Public Sector gives your agency the capabilities that matter most, including permitting and licensing, fee payments, and progress tracking.

## Get a platform for growth

Infor Public Sector includes powerful government-specific capabilities built right into the solution—not bolted on. That means faster deployments with fewer disruptions to your organization.

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## Infor Public Sector delivers fast, far-reaching results and system-wide transparency.

## Infor in action

Infor Public Sector Suite can help any type of government organization solve its most pressing challenges. Take a look at some of our success stories:

### Establish one point of contact

A US municipality sought to create a citywide system with a single database that would allow residents to call a single number to resolve any city-related issue. They also wanted to integrate several existing applications, gain mobile access, and improve end-user configurability. After implementing Infor Public Sector software, employees from eight different departments now operate from a single system using standard business processes. The city realized 100% ROI in just over 12 months, saved 12.4% on project budget, and improved customer service delivery by 62%.

### Deliver innovative services

A Canadian city of 500,000 deployed its Infor solution across several departments to reduce the number of third-party systems in use, which delivered innovative functionality for managing service requests, permits and licensing, work orders, and assets. Multiple departments now rely on the Infor Public Sector Suite to manage everything from roads and utilities to park maintenance and

a call center. Using a web-based system, the city can better prepare for future challenges and growth by creating a flexible, integrated technology environment. The Infor Public Sector Suite's built-in geographic information systems (GIS) mapping allows maintenance and call center employees to automatically pinpoint service locations, helping to speed work order fulfillment.

### Integrate management

A city in the US Pacific Northwest needed a unified system for multiple departments to simultaneously track permitting and project approvals in real-time. They chose Infor software to deliver automated, workflow-driven processes that allow users to easily determine next steps. The city was also able to combine workflows, such as permitting for commercial buildings and multi-family buildings, to further simplify operations and reduce the amount of work for employees. As a result, the city reduced the number of permit applications by nearly 50% and can now integrate with third-party systems, which will make it easier to transfer data and help to decrease complexity for employees.

## Reimagine enterprise software

Infor is helping public sector organizations worldwide overcome their IT and operational process challenges. Infor Public Sector is designed specifically to meet the operational needs of organizations of all sizes, all types, and in all geographies. You get modern tools—such as event notifications and process flows—so you can respond to actionable items sooner with more reliable data. With Infor Public Sector in place, you'll find all the elements of your organization and your community can interact with one another more efficiently, effectively, transparently, and frequently than ever before.



### About Infor

Infor builds business software for specific industries in the cloud. With 15,000 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit [www.infor.com](http://www.infor.com).

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