

# Infor Operations and Regulations

**A connected, intelligent solution for delivering public services from request to resolution**



## Modern operations and regulations demand more

Public sector agencies are increasingly pressured to deliver reliable services, enforce regulations consistently, and manage critical assets in ways that are responsive and transparent to the communities they serve. Challenges such as workforce constraints, aging infrastructure, and rising expectations from citizens and businesses are reshaping how work gets done.

Disconnected systems, manual handoffs, and siloed data slow decision-making and make it harder to adapt as policies, regulations, and community needs evolve. Regulated organizations need an operational platform that brings together work, assets, regulations, and service delivery without adding complexity.

## Where work, regulation, and service come together

Infor™ Operations and Regulations (O&R) aligns assets, locations, regulatory activity, service requests, and billing within a single execution model. Work and tasks flow continuously from request to resolution without re-entering information or relying on disconnected systems, preserving context and accountability at every step.

Unlike loosely connected systems that require reconciliation between asset, regulatory, and billing platforms, Infor O&R maintains a single operational foundation—keeping data, workflows, and accountability aligned from start to finish.

Built-in workspaces and automation reduce manual effort, surface exceptions, and help teams prioritize work based on real-time conditions—so decisions are made with confidence while execution stays consistent across departments.



## Location-aware execution built in

Infor O&R supports integration with leading geographic information system (GIS) platforms, helping maintain consistent, authoritative location data across departments.

Spatial data and mapping are embedded directly into operational workflows, allowing teams to visualize assets, permits, inspections, and service activity in geographic context rather than switching to separate mapping tools.

## Turning operational confidence into community trust



### More reliable and responsive service delivery

With assets, work, inspections, and service requests managed in one system, agencies can respond faster and resolve issues more consistently. Teams have the information they need without delays caused by handoffs or disconnected tools.



### Stronger regulatory compliance with less friction

Regulatory processes are applied consistently across permits, inspections, and enforcement activities, with built-in auditability and accountability. This reduces risk while making compliance easier to manage day to day.



### Clear visibility across operations and financial performance

Shared data across operations and billing provides a more complete view of asset condition, work activity, and financial impact, helping leaders make better decisions with greater confidence.



### Reduced manual effort and operational risk

Automation and embedded intelligence reduce administrative work, surface exceptions earlier, and help prevent issues before they escalate. This lowers operational risk without adding complexity.



### Improved transparency and engagement with residents and businesses

People can submit requests, apply for services, and track progress through secure digital portals connected directly to workflows and data. This improves transparency, reduces inquiry volume, and builds trust by keeping communities informed and engaged.



### Greater confidence adapting to change

As regulations evolve, infrastructure ages, and community needs shift, agencies can adjust processes and configurations without disrupting operations, supporting long-term resilience.



## Designed for the teams who deliver public services

Infor O&R supports the full range of roles involved in managing assets, enforcing regulations, and delivering services to communities. By aligning data, workflows, and responsibilities in one system, teams can work independently while staying aligned across the organization.

This shared foundation helps every role act with clarity while contributing to consistent, accountable service delivery.

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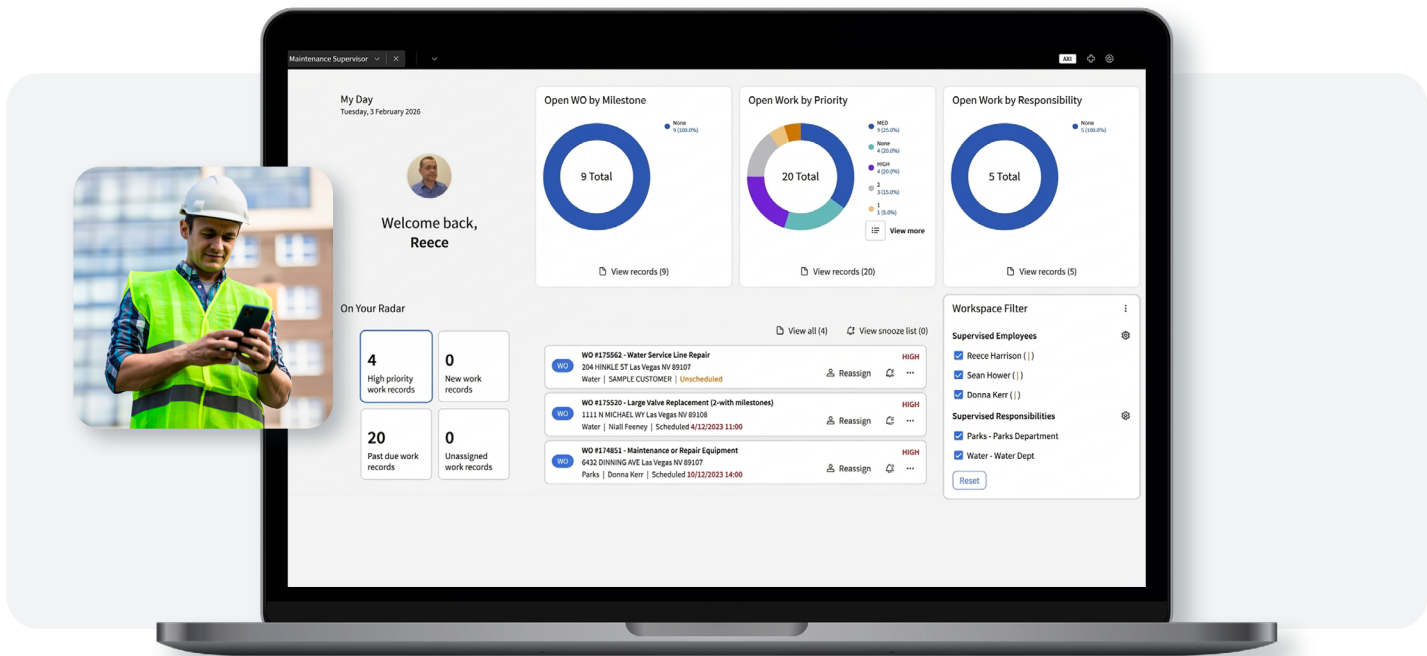
**Frontline and field teams**  
Crews, inspectors, and enforcement staff managing work orders, inspections, incidents, and service activity in the field.
- 4

**Supervisors and managers**  
Leaders coordinating work, resources, and performance across departments and programs.
- 2

**Operational and regulatory teams**  
Staff responsible for asset management, permitting, licensing, inspections, enforcement, and compliance.
- 5

**Executive and operational leadership**  
Decision-makers responsible for service reliability, regulatory accountability, financial performance, and risk management.
- 3

**Customer service and billing teams**  
Teams supporting residents and businesses with requests, usage, fees, payments, and account management.



## One solution supporting the full operational lifecycle

Infor O&R is built specifically for public service and regulated organizations—including local government, utilities, and transportation agencies—reflecting real-world operational, regulatory, and service delivery requirements. Departments can adopt what they need today and expand as needed without forcing generic workflows or retrofitting systems not built for their environment.

Infor O&R provides a unified platform supporting regulatory management, asset operations, service delivery, and billing. Residents, businesses, and staff interact with the same system, where service requests, regulatory activity, operational work, and billing are managed together. Mobile access allows field crews, inspectors, and enforcement staff to capture work, inspections, and service activity directly in the system while operating in the field.

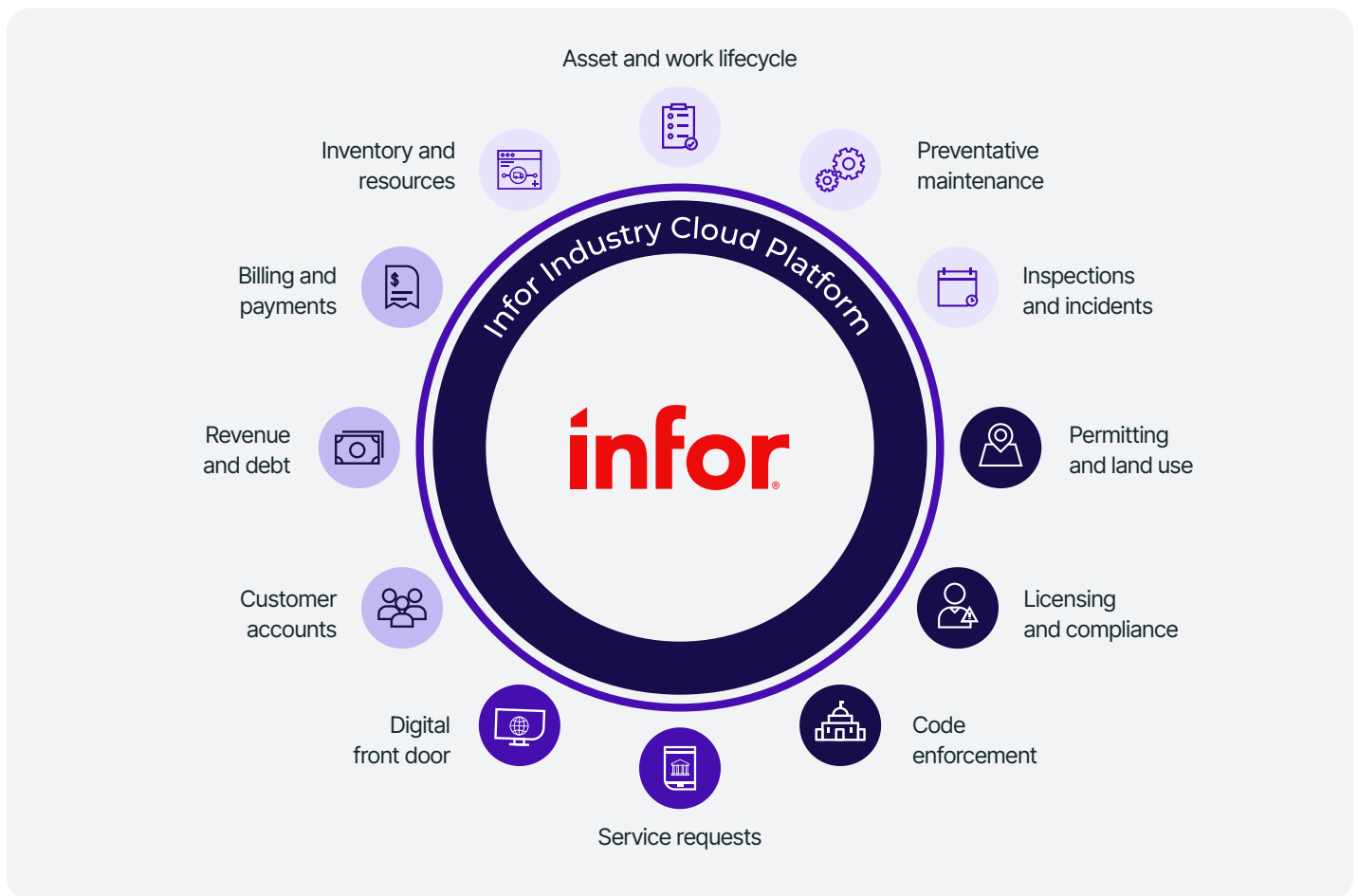
**Community development and regulation**

**Asset and work lifecycle management**

**Utilities and service billing**

**Customer service and engagement**

**Reporting and analytics**



## Deployment flexibility without compromise

Infor O&R can be deployed as a stand-alone solution or as part of Infor CloudSuite™ Public Sector, allowing agencies to modernize at their own pace while maintaining continuity across core systems. It is designed to support modernization from legacy environments to a unified cloud platform.

### Unified execution across operations, finance, and workforce

When deployed as part of Infor CloudSuite Public Sector, O&R connects seamlessly with Infor Financials and Supply Management and Infor Human Capital Management. Work activity, regulatory processes, billing, procurement, payroll, and workforce management operate within a shared cloud platform—reducing integration complexity and enabling true end-to-end execution from field operations to financial reporting.



### Work and tasks flow without friction

**Asset and work management, along with incident tracking**, connect assets, locations, work orders, inspections, and incidents in one continuous flow. Teams can plan, execute, and respond to work across departments with shared visibility into asset condition, cost, and performance—without switching systems or reconciling data.



### Regulatory processes stay consistent and transparent

**Community development and regulations** are managed through configurable, transparent workflows that support digital plan submission, permitting, licensing, inspections, and enforcement. Applicants, reviewers, and inspectors collaborate in one system, reducing manual markups, document exchanges, and version confusion. Rules are applied consistently, with clear accountability and auditability across regulatory activity.



### Service, engagement, and revenue stay connected

**Customer service and billing** link customer requests, usage, fees, and payments directly to operational activity. Residents and businesses can securely access services, submit applications, track requests, and make payments through a modern digital portal connected directly to operational workflows. This improves billing accuracy and cost recovery while giving staff a complete view of service history and giving customers clearer insight into request status and resolution.

## Built to scale, adapt, and endure

Infor O&R is built on the Infor Industry Cloud Platform, providing the security, scalability, and extensibility public sector organizations require.

The platform embeds intelligence directly into everyday workflows, analyzing patterns, anticipating needs, and triggering automated actions to reduce manual effort and guide decisions in real time while enabling new artificial intelligence (AI)-powered capabilities as they become available. It maintains governance and control while integrating seamlessly with existing enterprise systems and supporting continuous improvement as operational demands evolve.



### About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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