

## BROCHURE

# Infor Public Sector

### Leverage modern technology tools to expand services

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 state and local government agencies the ability to expand services. Our integrated, mobile-ready platform is designed to help you improve asset management, service requests, community development, permission-based processes, regulatory processes, and financial management.

### Improve results with the capabilities that matter most

Achieve superior results in all the essential areas of government agency operations with Infor Public Sector. Whether 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.

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

## Discover what a platform for growth can do for you

Infor Public Sector includes powerful government-specific capabilities built into the solution. That means faster deployments with fewer disruptions. Capabilities include:

### 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. Deploy the solution separately, or as part of a government enterprise solution for citizen response management, community development and regulation, and utility billing.

### Billing

Give your staff 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 strengthen financial discipline throughout your organization.

### 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.

## Infor in action

Infor Public Sector 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. The municipality 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. The city 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. Modern tools, including event notifications and process flows, enable your teams to respond to actionable items sooner with more reliable data. With Infor Public Sector in place, your organization and your community can interact with one another more efficiently, effectively, transparently, and frequently than ever before.

### With Infor Public Sector, state and local government agencies and municipal authorities can:

- Better manage costs and revenue
- Improve services to your citizens
- See clearly into all areas of your agency
- Improve capital infrastructure investment planning
- Enhance public transparency
- Build on operational efficiencies
- Leverage improved decision support
- Enhance public outreach

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641 Avenue of the Americas, New York, NY 10011

INF-2595102-en-US-1121-1