DATA SHEET

Infor water industry solution

One complete system

Infor® Public Sector provides a completely integrated IT solution that's designed to meet the operational needs of water industry organizations in one complete system. Our water industry solution is built upon over 20 years of experience working with more than 150 organizations that manage the full cycle of asset management, water quality, environmental impact, risk, meter management, billing management, licensing and permitting, customer service, and cashiering. We've included everything you need for a robust, out-of-the-box solution—including integrated mobile, field service, and self-service portals, as well as executive reporting modules.

Our solution enables quick and easy access to customer data and associated assets, thereby eliminating the need to build and maintain costly interfaces. A single enterprise database drives our commercial-off-the-shelf water industry solution, with functionality that supports:

- Water assets
- Dams and reservoirs
- Levees
- Watersheds
- Risk management and analytics
- Incident management
- Utility billing

- Customer service
- Cash receipting
- Meter management
- Advanced inspections
- GIS solutions
- Budgeting and planning
- Industrial waste

- Licensing, planning, and permitting
- Compliance and enforcement
- Mobile solutions
- Citizen/customer portal
- Analytics and KPI management
- Service contract management

Water-related assets

Support for water, sewer, storm water, reservoirs and dams, levees, and watersheds enable you to create a complete inventory of the assets that make up your water-related networks. The solution has built-in forms to help you manage assets such as mains, pumps, valves, reservoirs, dams, levees, meters, land, treatment plants, lift stations, and more.

System functions include work management, condition inspections, planning, risk management, predictive analysis, budget and investment analysis, contract management, resource management, and preventive maintenance.

Customer service

Customer service capabilities allow you to streamline every aspect of the customer service process—from receiving a customer call to addressing problems—all from entirely within the solution. You can record customer service requests, inquiries, and complaint calls. You can quickly check for duplicate calls, schedule inspections, display associated assets, directly add work orders or code enforcement cases, track costs, and track any actions performed to resolve an issue.

Billing and collections

For many water utilities, billing represents a large percentage of the organization's revenue base. Infor understands that the primary purpose of an organization's customer information system (CIS) is to prepare accurate and timely bills to enable speedy remittance. The key to achieving this is through enterprise-wide access to all relevant information relating to customers.

CIS/billing capabilities allow for easy rate table set up in a single form via a wizard-based process. This allows you to quickly add, duplicate, modify, and close accounts, while ensuring that each necessary step is completed. With speedy account selection, adjustments can be made on the fly; you can even add special features to bills, such as customized messages. Bills can be printed in-house or sent to a third-party billing processor.

The solution also allows for dunning and a collection process for delinquent payments to be set to meet individual requirements. This can be automated or set for review and acted upon accordingly.

Additional integrations

Additional, optional integrations include:

Graphical information systems (GIS)

Infor offers several fully integrated options for adding spatial decision-support tools to give you a comprehensive GIS solution—from integrated mapping within the solution to interfaces that create, link, and synchronize your data with leading GIS applications. Infor provides out-of-the-box integration to products such as ESRI, Intergraph, Map Objects, Google, Bing, and others.

Mobile solutions

We offer mobile-based options that provide a fully functional, field automation solution. They're designed to enhance the capabilities of Infor applications to provide scalable, efficient, and cost-effective solutions for improving business processes in the field. These solutions are tailored to match business practices, so that every screen streamlines work in the field with real-time updates to the back-office applications. Field functionality includes GIS, work management, asset inspections, service request response, and routing.

Infor Rhythm for Civics

Infor Rhythm® for Civics is an online engagement platform that's uniquely designed to simplify the way government informs citizens, transacts business, and garners collaborative feedback. A "Guide me" wizard allows constituents to interact with government agencies, without having to know departmental structures and specific functions. Capabilities include:

- Apply and receive permits

- Register service requests

- Self-service payments

- Map-based queries

- Agency branding

Rhythm for Civics allows you to implement a real-time, web-based portal to your customers 24/7.

Licensing, permitting, and compliance

Community development and regulation (CDR) functionality allows you to manage any user-defined permit or license type for an individual's businesses and trades. The full lifecycle of an application can be managed from initiation through expiration, with the business rules custom-defined and established to fit your organization's operations.

CDR capabilities include processing, issuance, reviewing inspection fees, and court functions. The solution's planning capabilities can assist in managing the audit processes for recycled water developments. You can also track any kind of enforcement and investigation process. The solution can manage anything from simple infringements to incident reporting to lengthy court proceedings.

Cashiering

Cashiering functionality provides every cashiering tool necessary for smooth and efficient, front-office operation. It uses cash drawers (an instance of a physical cash drawer being used by a cashier during a shift) to track all payments and transactions. Cashiers can search for all charges by application/account number, parcel, address, or contact name. User-defined charges, such as parking tickets, parks, recreation fees, and merchandise, can also be processed.

The solution consolidates cashiering from across all of Infor's revenue management products and creates transaction records to track all movements of funds. You can accept payments in various tenders, including credit cards, debit cards, cash, and checks.

LEARN MORE ↗

Follow us:

641 Avenue of the Americas, New York, NY 10011

INF-2594742-en-US-1121-1