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Infor Licensing and Enforcement

Business, Occupational, Animal Licensing

The Infor® Public Sector (IPS) Suite provides highly configurable and powerful cloud-based tools to manage the everyday needs of license management professionals. From application to issuance to renewals, IPS has you covered.

With IPS, you get an end to end solution that provides robust self-service capabilities, flexible back-office tools, and full mobile enablement, all available in the cloud.

A complete business licensing solution

Provide streamlined and powerful business licensing to all your customers. With IPS, agencies can provide a single solution that covers all the needs for a licensing solution. IPS provides a single integrated application with a back-office application, a public portal, customer self-service features, mobile inspections, and more.

Solution components

- Cloud license management suite for professional trade and business licensing

- Reporting and analytics suite

- Alert and communications center

- Customer self-service portal

- Renewal invoicing and billing

- Cashiering and payment processing

- Delinquency and collections management

- Mobile field inspections

- Document management suite

Manage all agency licenses, registrations, and renewals in a single system

- Integrated workflow engine for complex licenses rules
- Provide customers a self-service application and account management portal
- Manage the complete financial history of a license record

Perform inspections and enforcement actions in the field

- Investigate complaints from the field
- Inspector routing provides an optimal route for daily inspections
- Integrated map provides locations of other nearby licenses

Includes an enterprise cloud operating service as its foundation

- One single integrated platform
- Role-based analytics at the core
- Manage API gateway for integrations
- Document management system
- Home pages and dashboard management
- Enterprise workflow alert and task management

Automate license renewals and increase revenue

- Automatic invoicing for renewals and late fees
- Industry-standard delinquency and collections capabilities for revenue
- Self-service payment portal
- Manage the complete financial history of a license record

IPS business and professional licensing

- Complete licensing suite for professional, business, location, or equipment licensing
- Automated revenue management
- Maintain unlimited license types and workflows

Infor business licensing solution

The Infor Public Sector Suite is a commercial-off-the-shelf (COTS) enterprise solution written on the Microsoft .NET platform. IPS was designed to manage the day-to-day operations for agencies that issue, manage, and renew licenses or permits. IPS consolidates data to make cross-departmental information sharing much easier.

The IPS solution is modular by design, which allows agencies to add on departments and additional modules/functionality at their own pace.

The IPS licensing suite provides a complete platform that includes analytics and reporting, dashboards and homepages for KPIs, a document management suite, an API gateway for third-party integrations, integrated billing and renewal invoicing, a self-service customer portal, and a mobile solution for field workers.

Customer portal—A full service, pre-integrated customer facing website that gives the public access to submit registration and license records. Public users can also search for existing licenses or registrations to see the status of these records. The customer portal allows for users to submit applications with supporting documentation that is then stored in the document management system and used for license review or issuance.

Back-office solution—The core application that all components communicate and store data to. The back-office solution is where all the configuration for the different license types are managed and pushed out to the portal for public consumption. All business rules and forms are maintained via the back-office solution.

Mobile solution—The mobile field inspector application for staff that need to perform inspections or case/enforcement activities in the field. The mobile application is available in iOS, Android, or Windows format. The mobile application is device agnostic in that an agency can chose any device or combination of devices. Users only need to download the app from the respective app stores.

Infor cloud operating service

Infor OS is your cloud operating platform for the future. The platform delivers a single technology platform that goes beyond enabling business––it drives it. Easily integrate both Infor and third-party software applications as well as manage security and enterprise workflow with Infor OS's purpose-built middleware solution.

The UX design utilizes a modern approach to software development and user experience. Clean lines, minimal controls, and a consistent look and feel across all Infor products is evident. The Infor OS collaboration portal provides a centralized space for team collaboration, business process improvement, and contextual analytics, all on one platform. Fully embedded within the licensing system, this platform also enables single sign-on for all Infor CloudSuite™ solutions and allows users to create personalized homepages that are tailored to their jobs.

Infor OS also provides a central repository to store and archive all business documents. Increase productivity by integrating all your business documents with your core business processes inside your license management system. The document management application uses soft links, based on document metadata, to provide you with tight integration between your documents and your Infor system. Create workflows and alerts that dramatically improve exception management.

Common analytics platform for Infor Public Sector Suite and third-party applications with automated data refinement and common semantics. Self-service analytics for end users with consumer grade visualization, data blending, and data discovery tools.

Analytics with advanced business insights. Birst® is a cloud business intelligence tool and business analytics software platform that helps organizations understand and optimize complex processes in less time than traditional solutions. You get a comprehensive view of your business to make smarter decisions.

Highlights Include:

- Advanced analytics
- Information accessible from any device
- Networked business intelligence
- Ability to create revenue with data
- Agile semantic layer
- Modern cloud architecture
- Seamless user experience

Cashiering and revenue management

The Public Sector Suite includes a full-featured cashiering and revenue management system with everything from fees to invoice, including collections and lien capability.

IPS provides cashiering tools that your agency requires to accept customer payments, manage the transactions performed by your cashiers, monitor drawer balances, and provide a transaction journal to the financial system of record. IPS Cashiering requires the agency to issue a cash register drawer every day that transactions are to be performed to a cashier. The process of issuing a drawer within the IPS system also establishes a payment batch for each cashier to track all the payments and financial transactions they perform. After cashiers are assigned to active cash drawers, they can begin accepting payments.

IPS Cashiering makes it easy for users to find charges and accept payments for License and Permit transactions, in bulk or on an individual basis. IPS Cashiering will issue a receipt for each transaction performed. All transactions will be batched and tracked by cashier. Supervisors can monitor transactions and drawer statuses remotely via the included manager console.

Once cashiers are done taking in payments for the day, they must reconcile their drawer/funds (checks, cash, vouchers, escrow deposits etc.) against what IPS has recorded that they should have in their drawer. This process of reconciliation is called "Drawer Count Out" process. IPS provides a count out form for the cashier to enter the values of the media (cash, checks etc.) that is in their possession. Once a drawer is counted out and no discrepancies exist, the transactions can be posted to a payment batch.

HTML 5
Cleaner markup code, more elegant forms, rich media element support

Web response
More consistent and higher quality UX across device types

API/Widget framework
Connects to existing infrastructure solutions

Template based pages
Allowing users access from anywhere

Theme based site design
Deploy custom CSS style sheets for your branded site

Cloud 2.0
Fully cloud architected

Web 2.0
Currency, languages, and reporting

WCAG 2.0 (A) + 508 complaint
Designed to Support the disabled or impaired

Content management
WYSIWYG tooling, content publishing workflows, versioning

Digital asset management
Asset grouping into collections and search by meta data

One of the advantages of the IPS system is the integrated billing and invoicing capabilities. IPS provides a single solution to charge, invoice, and collect on fees that are due from license or permit renewals. Features include:

• Automated billing engine for all license fees, renewals, and fines

• Delinquency management

• Collections management

• Lien management

• Automated notices

• Online payment portal

• Payment arrangements

IPS billing recognizes all charges that are created within the licensing and permitting system. Once a fee has been identified as unbilled, the IPS system will add it to the next invoice that is generated for an account. Agencies can choose to create accounts for every license that is generated or can aggregate accounts by creating a single account for an individual contact.

Bill runs and invoicing

Once fees have been created by IPS license and permit workflow, an invoice will be created for any unpaid fees. Invoices that are generated are able to be seen on the bill run summary.

Citizen and customer portal

Infor Rhythm® for Civics is a public-facing web portal for Infor Public Sector's licensing, permitting, and customer service modules. It exposes a limited set of functionalities through an agency's website, allowing users to complete tasks such as submitting service requests, applying for permits, and paying application fees online.

Rhythm for Civics allows for common tasks that citizens and contractors alike want, including:

• Apply for and maintain licenses

• Renew licenses

• View the status of a license

• Pay fees and fines

• Upload documentation and photos

Rhythm for Civics helps to define and craft the entire UX/UI environment: creating widgets, portals, and integrations within the core IPS product and crafting beautiful front-end engagements driven by consumer-grade responsive experiences.

With the Rhythm for Civics customer portal, agencies can provide a single platform for all licensing and permitting functions from application intake to ongoing renewals. Rhythm for Civics is designed to serve city, state, and federal government agencies (and the departments that they contain). The primary end-users are citizens and customers, but also may include contractors and service providers (or third-party inspectors or agencies).

• A drag-and-drop editing interface, allowing website building and maintenance directly from the browser.

• A responsive grid architecture enabling all pages, forms, and flows consistently deliver consumer-grade web experiences across all devices.

• A structured widget framework powered by LifeRay and hosted on the Amazon Web Services® cloud to help ensure reliability and security.

• Project dashboards, providing citizens a complete view of relevant and related application information regardless of the handling department.

• Interactive map-based data visualizations, so residents and businesses can access personal and public records in-context to spatial data and layers.

The Rhythm for Civics portal also supplies a user discovery wizard. The discovery wizard is designed to answer common questions in an online interview which will determine what actions are needed to comply with a task, i.e., a customer may not know what kind of license they need to perform a specific job or task. The discovery wizard can lead the applicant down a series of questions that can then determine the permits or licenses needed. The discovery wizard can seed all the collected information directly into the applications to avoid duplicate entry.

Mobile field inspector

Designed to work with the Public Sector Suite, Infor Field Inspector allows inspectors and technicians to access their assigned work information and assignments from the field. License inspection results and status are updated immediately or synchronized later if network connectivity is unavailable. Content can be modified through configuration.

Field Inspector for business license and permit inspections is highly configurable and is designed to address the needs of many different users and organizations. Field Inspector is supported on all three major mobile platforms. Each application can be downloaded from the respective app store for each platform. The mobile inspector is only available in tablet format.

The application relies on user profiles to match the content that is displayed to the specific user's job functions. For example, Field Inspector CDR provides different information for a business license supervisor versus a code enforcement inspector. Organizations are also able to customize the out-of-the-box functionality and page layouts to accommodate individual needs.

Field Inspector CDR is enabled with geographic information systems (GIS) and the Global Positioning System (GPS), allowing users to look up information on a map and to search for records within a certain distance of the mobile device's location.

Once deployed to the field, inspectors can complete and result assigned inspections or service requests. The ability to log violations and issues during an inspection is made easy using the app. The mobile field inspector can take pictures with the integrated camera and seed the picture into the inspection as an attachment. Additionally, if an inspector encounters an issue in the field, they can create a new service request or case record to mitigate the issue.

Major features Include:

- Store and forward capability for disconnected use

- Take and attach photos

- GIS and GPS integration with back-office maps

- Logical routing to assist crews with optimizing large routes

- All major platforms supported (Windows, Android, iOS)

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