How to embrace AI in the public sector

Reimagine work with Infor Industry AI solutions and strategies tailored for public sector

Public sector organizations face intensifying budget pressures, workforce shortages, and evolving regulatory demands. Leaders must deliver accessible, high-quality services while ensuring financial resilience and operational reliability. Infor™ Industry AI is purpose-built for public sector needs. Embedded directly into government workflows and powered by the Infor Industry Cloud Platform and Amazon Web Services® (AWS®), these capabilities support scalable, secure, and responsible AI adoption across agencies.

Why public sector leaders use Infor Industry AI

Personalize services with precision by applying AI insights to understand citizen requirements, predict service usage, and optimize operations for efficient use of public funds.

Accelerate the flow of work with AI-driven workflows that equip every user to maximize productivity and impact in their roles.

Elevate what's possible by future-proofing government operations with Infor's public sector expertise, using AI to reimagine work and drive meaningful outcomes.

Explore impactful AI strategies in public sector

See the possibilities of predictive, prescriptive, and generative AI infused directly into government work with Infor Velocity Suite's proven methodology to adopt AI at scale across your processes.

Diagnose

Use AI-driven insights to reveal risks, patterns, and opportunities that strengthen decision-making.

Automate

Streamline essential workflows to reduce manual effort, improve accuracy, and increase operational efficiency.

Optimize

Empower employees with intelligent support that accelerates service delivery and elevates impact across the organization.

Drive business value with top AI use cases for public sector

From daily operations to strategic decisions, see where AI can boost efficiency, identify new opportunities, and mitigate risks. Tap into a robust library of Infor Industry AI use cases built to help governments serve communities better.

Diagnose with predictive insights to make better decisions

Regulatory compliance & risk management
Real-time monitoring detects and identifies risks early, reduces reporting errors and strengthens audit readiness.

Purchasing anomaly detection
Protect public resources by automatically flagging unusual order patterns across quantity, timing, or vendors.

Vendor grading
Improve procurement decisions with AI-generated vendor scores that evaluate service quality, compliance, and performance.

Cash flow forecasting
Support financial resilience with realistic, data-driven forecasts of revenues and expenditures.

Automate critical workflows to improve accuracy and speed

Invoice processing
Automate the retrieval and registration of incoming supplier invoices.

Automated invoice upload
Streamline approvals, reconciliation, and compliance by ingesting PDF invoices into document management with extracted attributes.

AR check processing
Automatically classify, register, and post scanned tax payments, service fees, or citizen remittances.

Predictive asset management
Forecast leaks, failures, and service disruptions before they happen to reduce downtime, repair costs, and water loss while improving reliability.

Optimize operations & service delivery for greater community impact

Process mining summaries
Identify bottlenecks, delays, and redundancies to strengthen efficiency and reduce operational costs.

Rich text authoring in HR workflows
Generate job descriptions, goals, and narrative text directly within HR processes.

Rich text authoring in finance and supply chain workflows
Automatically draft requisition comments, handling instructions, invoice notes, and more in any supported text field.

Role-based AI agents
Work alongside persona-based AI agents that assist with recruitment, sourcing, project management, and other critical functions.

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.

infor.com

Explore challenges in AI adoption

LEARN MORE

infor