

# Infor Public Sector



## Reimagine government

Government agencies, public authorities, and educators face challenges that loom larger by the day. Your constituents want expanded services, greater accountability, and faster response. Yet these demands come at a time when you are seeing a consistent decrease in budgets and funding, stringent limits on federal and state aid, and a physically and technologically aging infrastructure, all supported by an aging workforce that needs to recruit, hire, and develop the next generation of public sector employees.

With decades of experience at more than 3,900 public sector organizations globally, Infor® knows how to deliver solutions that meet the most pressing needs of agencies like yours. Our solutions can help you improve human capital management, optimize your billing process, strengthen asset management, expand community services, and boost performance. Innovative technologies from Infor also can help you nurture talent, cultivate collaboration, and manage work more effectively. We support a diverse array of agencies, including schools and universities, transportation departments, public utilities, transit and rail systems, and public safety organizations at the federal, state, and local levels.

## Infor Public Sector solutions help:

- More than 3,900 government agencies worldwide
- 9 of the top 10 US cities
- 3 of the top 5 US transit authorities
- 4 of the top 7 US digital states
- Compliance with regulatory requirements
- Deliver better services to citizens

## Move up to more powerful technology

It's more critical than ever to automate processes, increase productivity, and manage your assets efficiently. You may have numerous systems already in place, but often they are disconnected and aging.

Infor Public Sector includes solutions for:

- Financials
- Human capital and talent management
- Asset management
- Public safety
- Permitting and licensing
- Customer service
- Collaboration
- Integration and mobile support
- Performance management

Our solutions can help you get all your systems to work together more effectively, and help you harvest the financial and operational data from them to make smarter, faster business decisions, so you can deliver better services to citizens.

## Improve human capital management

With Infor HCM, part of the Infor Public Sector suite, you gain talent management, workforce management, and human resource management solutions that help you improve the delivery of HR services, lower costs, and improve employee satisfaction throughout your organization. You can also make smarter hiring decisions by matching candidates to critical-skill roles or roles that typically incur abnormal rates of turnover. Your agency can become more adept at predicting candidate success and hiring candidates who more closely align with your organizational role requirements to reduce turnover and drive performance.

“

Infor has helped us implement a wide range of maintenance best practices that have quadrupled the productivity of our maintenance operations.”

Bill Miller, risk and reliability manager,  
Des Moines Metropolitan Water  
Reclamation Authority

## Optimize your billing process

Your staff gets the power to serve customers professionally and efficiently every day with cutting-edge customer information system (CIS) tools included in Infor Public Sector. Designed specifically for local and state agencies' water, wastewater, storm, and refuse customers, our utility billing software suite improves transparency and strengthens financial discipline throughout your organization.

## Increase accountability

Help your organization improve transparency, strengthen financial discipline, improve processes, and reduce costs with Infor Public Sector's financial management solutions. Infor Public Sector automatically monitors, finds, and reports financial controls issues across multiple ERP, financial, and HR systems throughout your agency. It also includes solutions for budgeting and forecasting, managing projects and activities, and reporting.

## Strengthen asset management

Infor Public Sector asset management solutions offer an extensive range of capabilities that help you provide more responsive services to citizens. Our solutions make it easier to manage preventive maintenance, improve upkeep of municipal water, sewer, and transit systems, and maintain accountability of vast, far flung inventories of property and equipment.

## Streamline regulatory and permitting management

Infor Public Sector automates much of the management involved with enforcing your municipality's regulatory and permitting requirements. With our regulatory and permitting management suite, any city, county, state, or federal agency can manage every aspect of regulatory, compliance, enforcement, and licensing requirements.

## Manage work more effectively

Infor Public Sector integrates asset and work management capabilities in new ways so that your public works staff can track, manage, and maintain assets more effectively. They'll be equipped to plan, schedule, and execute effective maintenance programs, manage inventory, and track and report costs accurately. As a result, you'll be able to improve capital planning, risk assessment, and sustainability, and reduce energy costs.

## Improve public safety

Fast, effective responses are usually the result of thorough preparation. Infor solutions can help your public safety organization stay responsive, while also keeping staffing and budget levels under control. Infor solutions are trusted by police and fire departments, as well as EMS agencies to help stay ready and able to perform their missions the moment they're required.

More than 3,900 government agencies worldwide use Infor Public Sector solutions.

Some of our customers include:

- US Department of Defense
- US Department of Treasury
- US Department of Homeland Security
- US Department of Energy
- US Department of Veterans Affairs
- US Congress

## Improve property management

Public sector organizations are among some of the largest land and property owners globally. Infor Property Management operations and accounting software makes it less burdensome to care for all types of real estate properties, including single dwelling, multi-family, or municipal functioning sites. With Infor solutions, agencies can track and control construction job costs, while managing those jobs efficiently and profitably.

## Expand community services

Community development and regulation solutions are an integral part of Infor Public Sector. Designed and based on years of partnership with many leading government organizations, this powerful solution helps your community development and regulation staff follow best practices for planning, large project development, building and use permits, licenses, trade licenses, code enforcement, and case management.

## Modernize customer relationship management

Capitalize on multiple channels of communication including centralized call centers, Internet, faxes, email, interactive voice response, and self-service kiosks with Infor Public Sector solutions. The software consolidates all your communication channels, completes back office integration throughout your entire organization, and integrates GIS functionality, a must-have for government solutions. Your front-line staff can serve customers better and more effectively than ever before.

## Boost performance

With Infor Public Sector, you can ensure that your public sector budgeting, planning, and performance management platform reflects the reality of your processes and helps you achieve the level of transparency you need. It also draws directly on the most recent data from your financial system to achieve results that are accurate and timely for good decision making.

## Cultivate collaboration

Build a centralized space for collaboration and information sharing and tracking with Infor Ming.le™. You can organize conversations into agency-wide streams and share key screens, data, and attachments, which saves time and allows you to focus on what matters most.

## Choose the deployment option that works for you

With Infor Public Sector, you can take advantage of deployment options that include cloud, on-premise, and hybrid deployments—so you can choose the option that makes the most sense for your agency today, and maintain flexibility wherever your organization winds up in the future. Whichever deployment option you choose, you'll have the same government-specific functionality.

When it comes time to deploy, Infor Implementation Accelerator (IA) is designed for agencies that want to implement an enterprise resource planning (ERP) solution quickly, while still benefiting from its flexibility to support future growth. IA for Public Sector has government-standard processes built in, to deliver faster implementations, predictable outcomes, and lower total cost of ownership.

With the Infor implementation methodology, you'll streamline the steps required for a system implementation and get the key functionality you need to get up and running quickly. Save time and money, and take the guesswork out of deploying government software system.

## Be productive anywhere

Infor Public Sector is based on the latest advances from the consumer, enterprise, and government worlds, technologies that can change everything you thought you knew about business software. You get a single, reliable source for all of your reports—even when information is drawn from multiple systems across your agency. You'll benefit from powerful role-based reports and government-specific business intelligence derived from our 30+ years of serving the public sector. And, with Infor mobile applications, you can put the power of your Infor solutions on your tablet or smartphone, so you can be productive anytime, from anywhere.

# Infor in action.

Our solutions can help any type of public sector organization solve its most pressing challenges. Take a look at some of our success stories.

**Better school performance.** A municipal K-12 school system in one of the 10 most populous US cities instituted a pay-for-performance system and needed software that could help manage the rules required by that kind of system. By implementing Infor Talent Management, they were rapidly able to establish a system that helps monitor increases in teacher performance and document the growth in student achievement, as well. The district's current goal is to give

every student a strong chance for success by retaining, rewarding, and recruiting the most qualified teachers and administrators, through strategic management of financial resources.

**Faster disaster recovery.** A 365 square mile county of 129,000 citizens needed to set up a more efficient disaster recovery system with low maintenance costs and minimal IT requirements. By turning to cloud-based solutions from Infor, the county improved disaster recovery time from 48 hours to 12 hours, while eliminating the cost and complexity of maintaining multiple data centers.

They then gained the freedom to transition IT staff to focus on more constituent-focused activities, including the development of new case management tools, reporting, and web services for residents.

**Top performance of advanced technology.** A large research agency of the US government relies on Infor EAM to manage the operation and maintenance of the world's largest and most powerful energetic laser, along with associated equipment and facilities for atomic energy research. At this facility, the reliable performance and accuracy of scientific research assets is critical to fulfilling the mission

of the organization, as well as for maintaining the highest degree of safety and security. For more than 10 years, this agency has trusted Infor EAM to manage the workflow and efforts supporting more than 55,000 equipment items requiring maintenance across the agency's 500+ systems and 38 facilities. That process encompasses 700+ preventive and calibration schedules and more than 65,000 work order events annually that keep the facility ready for experiments at maximum safety levels.

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