



Infor Local Government

It's never been easier or more economical to advance your mission with an integrated suite of solutions



With Infor local government solutions, you'll be ready to address the demands of the future—today.

Get innovative solutions to help your community thrive

Local government changes faster than ever before. In today's unpredictable economy, it's a significant challenge to meet your citizens' growing expectations for 24x7 service delivery, to compete successfully for economic development, and to balance tight budgets while also investing in the best technology to meet your challenges.

Fortunately, it's never been easier or more economical to balance multiple government responsibilities by advancing to an integrated suite of highly focused solutions that help you deal effectively with each area of responsibility.

Take advantage of Infor's experience

Infor® Public Sector solutions help more than 1,200 municipalities around the world become more efficient, deliver better services, and optimize the allocation of scarce resources every day. With decades of experience in both public and private sector problem solving, Infor has experience solving the toughest challenges local governments face. We know how to apply the best practices used by leading government agencies and commercial businesses to the specific needs and constraints of local government. Between our wide assortment of best-of-breed solutions and the

advanced user experience and analytics of our innovative Infor 10x integration technology, you can feel confident that partnering with Infor will lead to better results and lower costs.

Choose the most focused solution

Policy and procedure changes in one area of local government often create a domino effect elsewhere. A change in your permitting process affects billing. Billing changes impact finance, while creating customer care issues. You also can't ignore staffing levels or the condition of the equipment you use.

With Infor Public Sector solutions for local government, you can keep the information you need connected and coherent. You'll be able to see the big picture when you need to make decisions or help elected officials address the concerns of citizens.

Because the way you work is changing so quickly and the systems you implemented years ago weren't designed for today's demands, you can't afford to wait to move up to solutions that give you the power to deal with today's rapid changes. Infor solutions give you built-in support for mobile devices, integration with disparate systems, big data support, and advanced collaboration—features that expand your options immediately. Even if you don't intend to launch those services right away, it pays to be ready early.

You can take advantage of Infor Public Sector solutions for local government to solve problems in a wide variety of disciplines, including:

- **Financial management and billing**—Make the most of scarce resources with Infor financial solutions. From budget development to producing your comprehensive annual financial reports and every step between, Infor solutions help you manage your budget better with less effort.
- **Human capital management**—A large percentage of municipal workers plan to retire in the next five years. With this wave of retirements, much of your institutional knowledge will disappear. You'll soon need to recruit, train, and retain a new generation of workers. Infor human capital management (HCM) solutions are built on decades of experience, so that you have an orderly, efficient, and fair process for building the workforce of the future. You'll also have sophisticated tools for assigning qualified personnel in the most efficient and economical way. Infor HCM offers unmatched capabilities for both workforce management and talent management to help you administer complex labor environments, particularly those involving civil service rules and union contracts.
- **Asset management**—Maximize the longevity and performance of your capital assets with Infor enterprise asset management (EAM) solutions. Unforgiving budgets leave you no choice but to make the most of what you have with solutions that help you optimize operations, maintenance, and performance efficiency of infrastructure, vehicles, equipment, and facilities with modern asset management software. Infor asset management solutions include comprehensive tools that help you address energy demand management and environmental sustainability, as well as workforce training and development.
- **Procurement**—Infor procurement solutions give you clarity over your supply process so that you get maximum value out of your operational spending and ensure that the services and materials you need are purchased at the best price in compliance with procurement policies and rules. You'll also have confidence that you'll stock all items where you need them, account for them accurately, and replenish them promptly.

Infor Local Government solutions help you to:

- Streamline your processes.
 - Address citizens' concerns sooner.
 - Pay vendors faster.
 - Manage valuable assets.
 - Improve reporting and planning.
-
- **Business intelligence and analytics**—Position yourself to make better decisions and help your elected officials understand important issues with analytic solutions from Infor. With prebuilt dashboards, customizable performance indicators, and built-in integrations with your financial and operational systems, you'll find it easy to get decision making information quickly to people who need it most.
 - **Citizen relationship management**—Offer advanced 311 call center services, web portals, and other mobile reporting systems with the help of comprehensive customer information systems and decision support technologies from Infor. You'll be fully prepared to manage a rapidly expanding universe of citizen, business and government interactions.
 - **Permitting and compliance**—Streamline your permitting and licensing processes to support better economic development and redevelopment with Infor permitting solutions, and ensure full compliance with increasingly complex federal, state, and local requirements.
 - **Public safety**—Involve and account for every person, system, and asset that gets involved in ensuring the safety of your community with Infor Public Safety solutions. You'll be able to continuously monitor the issues that matter most, including on-boarding and training of new personnel, managing the complex scheduling demands of public safety organizations, tracking valuable equipment assets, dispatching emergency personnel with our CAD solution, and exchanging critical healthcare information for your EMS agency. Infor Public Safety solutions include the tools you need to help you tear down traditional silos and win the race against time.

- **Library management**—Give your library customers modern cataloging, advanced collection management, and up-to-date, customer-focused discovery tools. Infor Library solutions also include affordable mobile solutions that help you connect easier and faster to library patrons, whether youth, adults or seniors.
- **Governance and risk**—Prevent fraud, abuse, and waste while reducing risk with Infor Approva Continuous Monitoring. By automatically enforcing appropriate business rules with streamlined auditing, compliance becomes second nature throughout your organization.

Above all, Infor Public Sector solutions for local government help you engage the full range of government management information disciplines as a whole, rather than forcing you into managing multiple issues one at a time.

Our innovative Infor ION® technology simplifies the process of integrating the information from both Infor and non-Infor systems so that you can manage your entire organization efficiently and effectively, with on-site, single tenant, or multi-tenant cloud solutions. And our groundbreaking Infor Ming.le™ user experience lets you work the way you live with built-in social business capabilities, collaboration tools, and contextual analytics that help you work faster and make more informed decisions.

Do more with less

You can lead your community with services that citizens understand and appreciate and get more from your limited budget with the help of Infor Public Sector solutions for local government. Because we already cover the full range of administrative, financial, and operational issues that local governments face every day, we can offer solutions that address your most pressing challenges. As a result, with Infor Public Sector software, you'll be ready to address the demands of the future with solutions that are available today.

You can feel confident that partnering with Infor will lead to better results and lower costs.



641 Avenue of the Americas
New York, NY 10011
800-260-2640
infor.com

About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 customers in 194 countries improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.

Copyright© 2013 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.
INF1230024-1370796-EN-US-0813-1