

Designed for progress, propelling 21st century government

The clock is always ticking. Unrelenting fiscal pressure and a digitally savvy public are creating unprecedented demand in public sector.

As technology evolves, so do citizen expectations:

More mobile than ever over the past three years

↓ Share of federal government website sessions **via desktop (includes laptop) dropped from 80% to 66%¹**

↑ Share of federal government website sessions via **mobile devices (not including tablet) jumped from 13% to 27%¹**

IoT technology reaches its tipping point²

25 billion
Gartner® forecasts **25B IoT-based installed devices** by 2020, with 6.8B alone in smart cities.

35 billion
The U.S. federal government spent almost **\$35B on Internet of Things (IoT) solutions** from the fiscal year 2011 through the fiscal year 2015 according to a recent Business Insider post.³

476.1 billion
Spending by national, federal and local governments worldwide on technology products and services is forecast to grow from **\$430.1B in 2016 to \$476.1B by 2020.**

53%
of government CIOs said that they are in formal discussions to implement IoT applications.⁴

The opportunity: Leverage digital technology to transform the way public sector operates and delivers services to constituents

While average **cloud spending increased by 40.8% to \$2.8 billion** over the past five years, the federal government spends roughly **80% of its \$80 billion IT budget on maintaining legacy systems.**⁵

Digital technology can fundamentally transform the way the public sector operates and delivers services to constituents. And the FedRAMP approach to cloud computing is benefitting many agencies grappling with limited resources.⁶

Infor CloudSuite Digital

Our mission is to create end-to-end solutions that help enterprises outpace digital disruption and unlock growth opportunities and shrinking budgets.

“For too long, organizations have been told that they must “innovate” to stay ahead. We’re not interested in innovation for the sake of innovation. Instead, we take a business-first approach to solving each organization’s unique set of challenges.”

Marc Scibelli, Infor Chief Creative Officer and Head of H&L Digital

Digital citizens and businesses expect better visibility and simpler interactions with the agencies that serve them. They want an experience that focuses on their objectives, consumes less time, and delivers a sense of guidance and understanding like what they’ve come to expect from private sector software.

But today’s government software users don’t feel empowered to deliver that:

60% of public servants that are tasked with delivering services to constituents are unsure or don’t feel empowered to do so effectively with their current solutions.

CHALLENGE 1
Budget constraints

47% of respondents see budget restraints as the primary challenge in acquiring necessary IT to improve digital services.

CHALLENGE 2
Lack of user-friendly portals

68% of respondents think that their agencies’ digital portals are not user-friendly at all or at least need improvement.

CHALLENGE 3
Personnel shortage

24% of respondents said a lack of skilled professionals to create and/or manage digital services challenges service improvement.

To keep up with constituent demands now and in the future, public sector organizations need specialized solutions designed for user needs and flexible integration.

“While the history of enterprise software is all about technology (presented as a packaged software) and making processes more efficient, the future means innovation, business models, culture change, and helping the enterprise buyer’s workforce evolve toward a more customer-centric world. Infor’s invest strategy is building towards the future.”

Michael Krigsman, ZD Net, our customers kick ass!



Infor is an enterprise software provider and strategic technology partner for more than 90,000 organizations worldwide.

Infor serves:

3 of the top 5 transit authorities

9 of the top 10 US cities

50%+ of North American citizens

All verticals, including: Dept. of Defense, civilian and the intelligence community

4,100 public sector customers

in 120 countries around the world

Micro-Vertical	Organizations
Federal/National	461
State/Provincial	192
Local Government	1,001
Education	695
Authorities	711
Non-Governmental	1,102
Total	4,162

Infor Public Sector industry footprint

Financial & Supply Management
Financial Management • Budgeting & Planning • Payroll • Purchase Order & Requisitioning • Capital Planning • Analytics

Health & Human Services
Supply Chain Management • Enterprise Asset Management • Warehousing & Transportation • Financial Management • Budgeting & Planning

Human Capital Management
Talent Science • HR Management • Payroll • Learning Management • Workforce Management

Transportation & Utilities
Financial Management • Budgeting & Planning • Expense Management • Permitting, Licensing, Case Management • Asset Management, Work Management • Utility Billing

Customer Relationship Management
Call Center • Requests for Service/Complaints • 311 • Outreach Campaigns

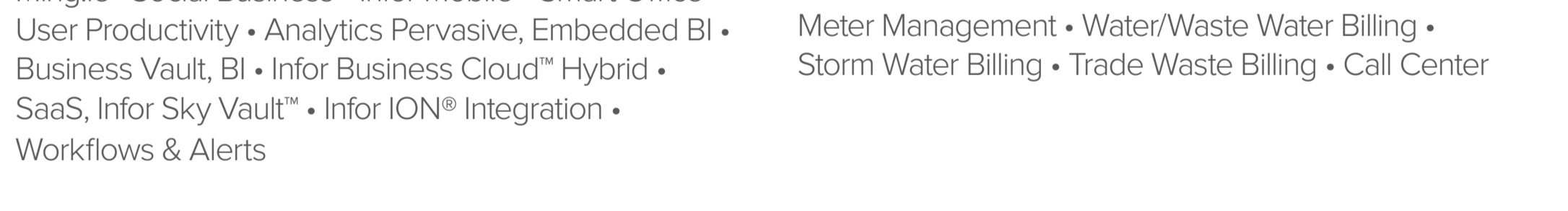
Community Development
Planning • Permitting • Licensing • Case Management • GIS • Billing

Enterprise Asset Management
Hierarchical Asset Management • Linear & Roadway Asset Management • Advanced Depreciation Models

Public Safety
911 Call Center • CAD (Computer aided dispatch)

Technology
Mingle™ Social Business • Infor Mobile • Smart Office™ User Productivity • Analytics Pervasive, Embedded BI • Business Vault, BI • Infor Business Cloud™ Hybrid • SaaS, Infor Sky Vault™ • Infor ION® Integration • Workflows & Alerts

Utility Billing
Meter Management • Water/Waste Water Billing • Storm Water Billing • Trade Waste Billing • Call Center



By delivering comprehensive suites of integrated industry-specific solutions, our software is designed to support progress for individuals, businesses, and across networks.



Progress in action:

200+ NIH Clinical Center deployed Infor to build an interoperability platform, pulling across **200+ disparate data sources**

24,000 US Air Force manages **89 properties** at bases around the world comprising over **24,000 rooms** using Infor Enterprise Asset Management

\$40 million The Federal CIO Council estimates FedRAMP helps the federal government save 30-40% in total IT implementation costs, a figure totaling more than \$40 million in just the first two years of operation⁶

With a robust technology offering based on five strategic pillars of industry, design, science, internet, and network, Infor provides flexible, integrated, user-friendly solutions that are designed for progress.

[Find out more >](#)



¹“Gov Analytics Breakdown #2: Mobile Is Bigger Than Ever”, Digital Gov, Tim Lowden, 2015
²“Gartner Highlights Top 10 Strategic Technologies for Government in 2016”, 2016
³“The US government is pouring money into the Internet of Things”, Andrew Meola, 2016
⁴“Value and vulnerability: The internet of things in a connected state government”, Nasicio
⁵“Paving the path for public sector digital transformation”, Infor Industry Perspective
⁶“Ready for Takeoff: FedRAMP’s runway forward to government cloud”, Government Business Council and Infor
⁷“Infor COO: ‘Our customers kick ass.’”, Michael Krigsman, 2016