



# Transforming Public Sector Back Offices with Infor Powered by AWS

How Public Sector organisations can leverage technology to accelerate their transformation

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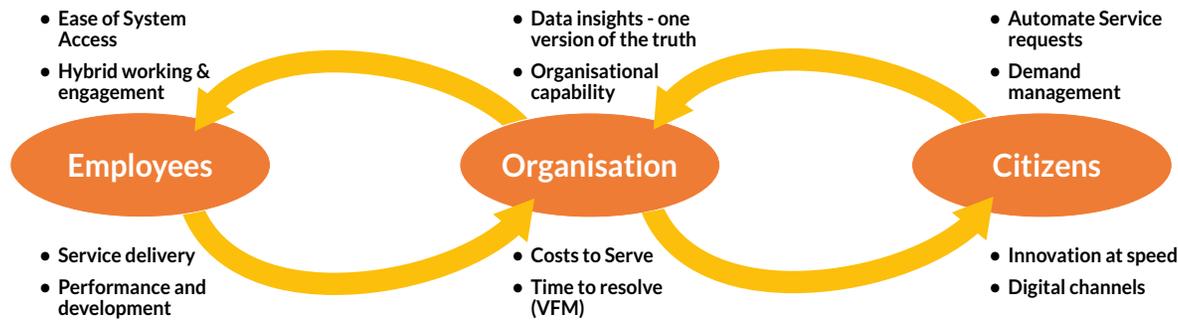
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# Public Sector Challenges

Public Sector organisations are facing unprecedented challenges catalysed by the Covid pandemic; from balancing finances and managing resources, to meeting evolving service demands and adapting to increasing requirements for digital delivery and data transparency from customers and stakeholders.

Knowing where to start, defining the pace of change, and quantifying the benefits are just some of the questions that Public Sector organisations are trying to answer. Additionally, many organisations are acutely aware of the need to modernise their existing legacy IT systems to enable them to leverage the data captured and stored within the organisation. Whilst many are aligned to the Government's Cloud First initiative, even those Public Sector organisations who have started the journey, still have a long way to go.



Rather than view these transformational challenges as discrete programmes of work, they should be seen as interconnected and destinations on the transformation journey. Organisations need to balance the development, engagement, and retention of their workforce, whether full or part-time employees as well as volunteers, with delivery and service expectations of citizens and consumers of their services. Organisations need to leverage organisational data to attain insights, build capability and capacity to meet citizen demand but also manage the cost-of-service provisions, ideally moving from high proportion of fixed costs to more variable.

## Public Sector challenges include: Finance First

- Greater control of income expenditure
- Effective financial forecasting
- Driving income revenue & reducing fixed costs
- Developing integrated finance systems

## Customer First

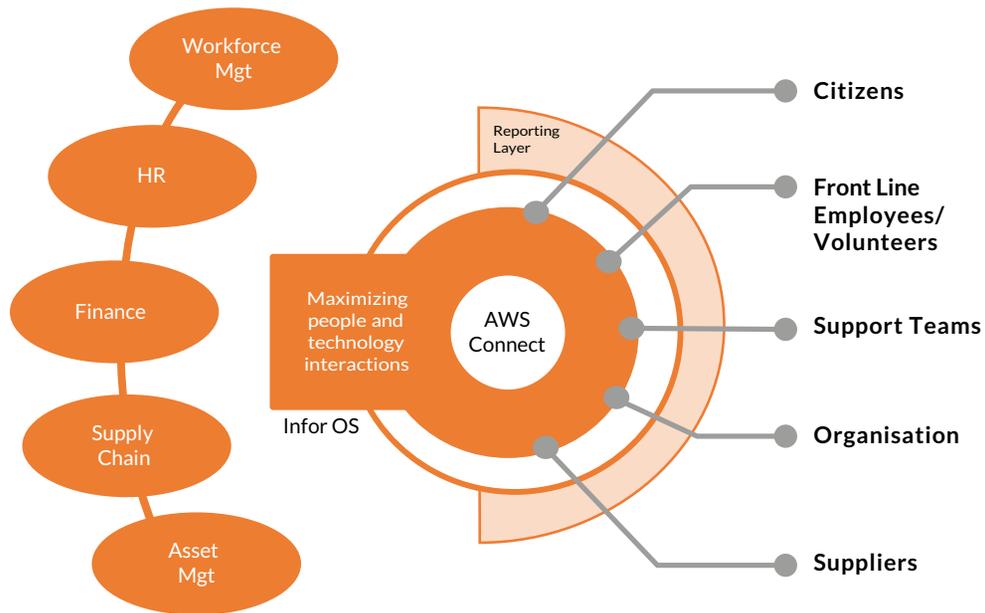
- Delivering quality and empathetic service
- Providing control of data
- Engaging citizens on decision that affect them
- Realign and modernise internal structures

## Employee Empowerment

- Support new ways of working
- Drive engagement and organisational skills
- Effective workforce management to meet demand
- Develop data and service culture

# Infor Back Office Solutions

Many organisations recognise the demand to digitise services but often overlook the critical perspective of customers, citizens, and suppliers. Many are shackled by legacy systems, locking essential data into silos, which limit fast and effective changes in service. Enabling integrated digital services, making services clear and highly accessible to customers through digital channels will maximise customer engagement, secure income collection and drastically lower the cost to serve. This increases financial security as well as enhancing reputation and increasing trust in Public Sector organisations.



Going digital and unlocking value does not have to require significant capital expenditure or IT investment. Infor's CloudSuite solutions provide a comprehensive set of back-office capabilities that support organisational transformation and deliver benefits to all stakeholders. These can range from reduced asset costs and liabilities, increased workforce effectiveness, agility and increases both employee satisfaction and productivity. Also having has a positive effect on revenue, costs and skills retention. Customer experience and innovation can be enhanced, cementing reputation and brand loyalty, as well as political or Board level confidence.

## Enabling Digital Back Office

The key to enabling Digital Back Office is having access to robust systems and data in real time. Systems that support data availability anytime, anywhere and any place through the cloud, free from the cost and intransigence of localised storage and curation.

# Infor Public Sector Platform

Infor Public Sector Platform offers organisations a suite of functionality that will evolve with them over time and allow them to realise the benefits of the cloud. The platform allows organisations to break down the silos between the ERP and Customer Services to enable higher quality and more efficient delivery of citizen / customer services. Infor's solution surpasses traditional enterprise resource planning (ERP) software systems because it uses customer first functionality to close decision-making and efficiency gaps that Public Sector organisations typically must bridge themselves.

## Workforce Management incl Rostering

- Optimise labour management and productivity
- Enhance workforce planning, execution, and analysis
- Delivers time and attendance, demand-driven scheduling, workforce scheduling, and absence management tools

## Human Capital Management

- Talent acquisition, development and performance management
- Benefits, time entry, and absence management
- Employee and manager self-service
- Configure and integrate with Payroll applications

## Enterprise Financial Management

- Unlimited financial calendars, ledgers, dimensions and basis reporting
- Receivables, cash management, budgetary controls & financial dosing
- Grants, projects, asset accounting

## Supplier Management

- Requisitions and self-service
- Purchase orders, p-cards and supplier portal
- Strategic sourcing and contract management
- Warehouse and inventor/control

## Enterprise Asset Management

- Align manpower, equipment and resources
- Maximising availability, reliability and performance of assets
- Extracts trends from key data, providing in-depth business insights
- Supported on all mobile devices, operating systems and screen sizes

## Infor cloud solutions

Infor cloud solutions are applications built for the cloud, that enable transparent and predictive supply chain optimisation, networked analytics, and AI-led user experience. The underlying operating system, Infor OS, seamlessly connects services bringing together business processes and AI to create a unified experience that allows customers to be flexible and agile in the cloud. Embedded collaboration, document management, and business process management within enterprise systems enables real-time collaboration and information sharing.

- **A.I.**  
Coleman
- **Analytics**  
Birst
- **Network**  
Commerce and IoT
- **Cloud**  
Industry CloudSuites
- **Industry**  
Last-mile features
- **Platform**  
Infor OS



# Infor Public Sector Cloud Powered by AWS

Most Public Sector organisations have core operational systems still running on legacy on-premise infrastructure that in-house teams must manage and secure. Whilst many have plans for digital transformation, diverting time and resources away from the critical issues they face today may feel counterintuitive, especially given the financial instability many organisations are experiencing. The cloud leads to a healthier future with benefits including cost, agility, innovation, and scalability that on-premise systems cannot match.



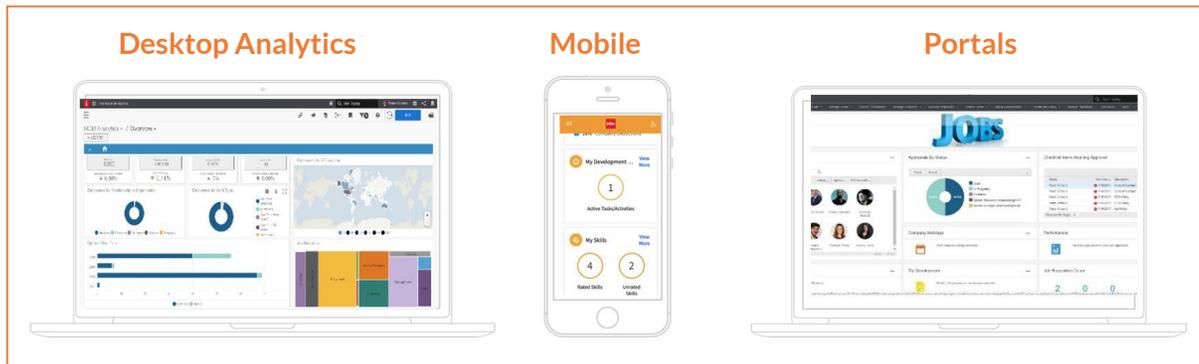
By investing today in applications that are hosted in a secure cloud environment, organisations can address their immediate challenges whilst ensuring they are able to respond and thrive in the face of future uncertainty. Being connected to the cloud allows access to and the ability to combine diverse data sets, apply advanced analytics, predict outcomes with rapidly changing variables whilst meeting citizen privacy and compliance regulations. This allows organisations to utilise cutting edge technology whilst saving money through automatic updates and new version releases, managed by the cloud provider. The cloud enables innovation and offers tools and services that users of any technical ability can leverage.

## Benefits of Infor Public Sector

- Own your data
- Pay only for storage and computing as you need
- Get latest software innovations updates at your pace
- Utilise the best-in-class security
- Utilise AWS performance, reliability and stability

# Data Access on Any Device, Anywhere

Across Public Sector organisations, data is captured multiple times to support service provision or supplier procurement. Often data is captured in multiple formats and in unconnected systems across the IT landscape. Managing and maintaining this data comes at a financial cost to organisations and impacts the ability to service citizens, manage stakeholders and collaborate with partners. There is also a cost to citizens in terms of less efficient services and the inability to reimagine service provision is impeded because of disparate systems.



Infor federated security allows single sign on/off and integrated with Microsoft, Okta, and many other identity providers. This allows user management at individual, role, or attribute management level. Infor's federated security allows enables integrated with other Infor OS services enabling users to have all back-office capabilities on one homepage. The Security also allows APIs to other applications, providing a single access to legacy applications. A modern enterprise architecture demands an open standards base integration platform that can scale in a true multi-tenant cloud. The Infor OS intelligent open network (ION) provides this and much more to create the basis for future business expansion and connectivity.

## Business Collaboration & Analytics



Embedded where you work with in-context analytics at the point of decision



Personalized with Smart AI-generated insights and full self-service



Extensible beyond Infor with patented automated data refinement

# Multi-Tenant Cloud

From an operational perspective, many Public Sector organisations have already started to connect back-office systems like finance, supply chain, and human resources to create a more holistic view of their business for enterprise resource planning purposes. Within Central and Local Government there is now the opportunity to connect many data sources seamlessly through data sharing initiatives to transform and reduce the cost-of-service provision. The data insights gained will improve financial decision making, workforce planning, and understanding the cost of operations.

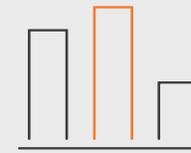


Cloud solutions leverage scalable, on-demand capacity and modern technologies, like advanced analytics, Machine Learning (ML) and Artificial Intelligence (AI) to increase agility and lower costs. With the cloud, supply chains can be optimised, financial reporting improved, and cost and revenue more accurately forecasted. This allows improved financial projections to be delivered faster than ever before, all whilst reducing costs and lightening the burden of administration and compliance.

## Multi-Tenant Cloud



AWS manage the cloud environments and Infor provide schedule of applications providing latest version of software



Grows to meet your organisation's needs and is secure and resilient



Optimise opex and capex costs by reducing capital costs, paying for storage that you actually use and reducing IT upgrade costs

# Leveraging the Power of Cloud

The Infor Public Sector Platform offers organisations a suite of functionality that allows them to realise the benefits of the cloud and a connected solution that grows with them over time.

**Central Government** - Central Government organisations need to drive efficiencies in the provision of services they provide and undertake whole nation, population data analysis to support a range of forecasts and models that inform policies and processes centrally or locally. This can range from forecasting employment trends and skills demand through to informing education and training policy; predicting pressures on the Benefits or social care system from societal change, to using satellite imaging to check on farming land and use of Government subsidies for woodland development. Technology and data integration can support traffic modelling and crash detection as well as assessment of demand for new routes or changes in public transport modes. The cloud enables public bodies to augment their own data sets to create new insights that define and change Public Sector services.

**Local Government** - Cloud solutions enable local authorities to share data across Directorates permitting increased customer self-service channels to reduce cost to serve and increased efficiency. Solutions such as telemetry and IoT can fundamentally change the provision of services for supporting older people at home. Customer satisfaction tracking and rapid service redesign can be based on actual demand as well as forecasts using local population data modelling. This can support resource planning and budgeting. In the field, access to data can enhance emergency responses, enable on the spot decision making with telemetry and remote surveillance for flood risk monitoring or to track fly tipping.

The cloud enables public bodies to augment their own data sets to create new insights that define and change public sector services.

Cloud solutions enable local authorities to share data. In the field, access to data can enhance emergency responses and enable on the spot decision making.

Nationwide population analysis using advanced AI is now possible.

Cross-directorate data sharing enables self-service and drives greater efficiencies.



# Leveraging the Power of Cloud

**Education** – Local authorities, universities and colleges have the ability to utilise cloud to transform not only the operational aspects of education provision and management but also the way education is delivered. Operationally, cloud solutions allow efficient processes for HR and finance but also procurement and asset management. The power is aggregating the data across previously different systems to understand revenues, costs, assets and resourcing.

From an education delivery perspective, cloud provides the opportunity to develop personalised learning plans and support blended and remote learning. More importantly cloud enables the ability to track and report on performance and progression at student level. This information provides insights to interventions required as well as enable understanding of potential mental health issues. Cloud allows access and storage of digital assets, collaboration across students, schools and geographies through interactive forums. Cloud allows learning to be brought to life.

**Bluelight services** - Emergency services have been under significant pressure during the pandemic to deliver services, balance staff rostering and welfare with managing costs and assets. These challenges are unlikely to disappear but cloud solutions allows better understanding of demand, through modelling and predicting demand based on population data and local trends. This will enable bluelight services to predict demand and allow for fire and ambulance appliance readiness. Additionally demand forecasts can be used in workforce planning and rostering.

Trend data can support home safety resilience and analysis of failure points as well as prediction of certain crimes such as burglaries. Technology such as radio-frequency identification (RFID) targets can be used to ensure that all assets after emergencies at a fire for example are loaded back on to the correct fire trucks and inventory assessment after each incident.

**Not for profit** – Engagement with the public is critical for this sector, to support fund raising, accessing hard to reach groups that need the services of these organisations or engaging with potential volunteers. Data sits at that heart of these organisations and enabling the insights to drive fundraising campaigns, signing up new volunteers or partnering with Public Sector organisations to meet the hidden areas of need, and the under provisioned or inaccessible groups. Cloud provides opportunity to share data for common goals securely and efficiently

Transform education provision and delivery to streamline back office operations. Enabling focus on developing personalised learning with blended and remote learning.

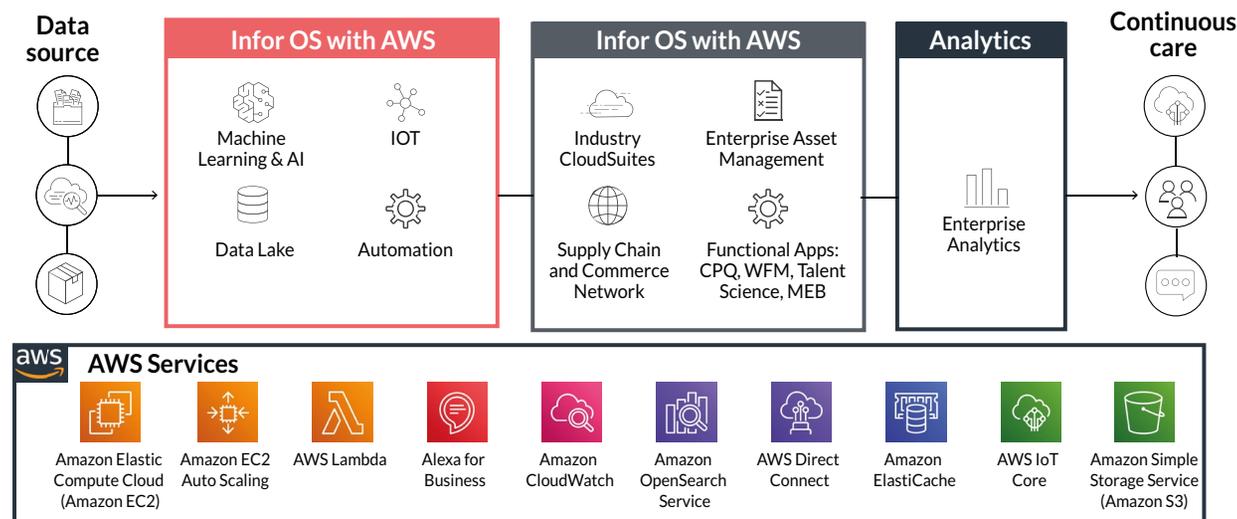
Proactively manage critical equipment by using technology to understand and track assets, ensuring they are available and operational when required.

Use HR systems to understand and engage volunteers, schedule their availability and better plan valuable resources.



# Infor Solutions Powered by AWS

Infor partnered with AWS because it allows them to build efficiently in the cloud at scale—securely leveraging open source technology. Through the AWS global infrastructure, Infor empowers customers to benefit from AWS cloud expertise and economies of scale. Fully managed services on AWS free up internal development teams to focus on creating more innovative functionality and enables faster software delivery to customers.



The unique power behind Infor’s ability to increase the agility of Public Sector operations comes from the approach used to build and finetune performance enhancing capabilities on AWS. By architecting the solution to work hand-in-hand with the world class capabilities of AWS, Infor delivers Public Sector organisations the systems, the power and responsiveness needed to stay ahead in an increasingly complex environment.

## Key benefits of running Infor on AWS



AWS infrastructure located in **24+ regions with 76+ availability zones and 175+ global data centres**, perfect for serving hundreds of thousands of customers in **+190 countries**



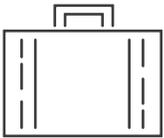
Easy to run a high availability, fault tolerant environment that **scales seamlessly across UK for storage of Public Sector data**



**Access key technology enablers developed, updated, and managed by AWS** such as IoT, analytics, machine learning, digital assistant, blockchain, augmented reality



# AWS Enables Infor Solutions



## Improve service delivery

Infor makes it easier to put data insights at the fingertips of your front-line staff so they can make more informed decisions. Using flexible, responsive management tools from Infor, you can optimise staffing to better meet the changing needs of directorates and departments.

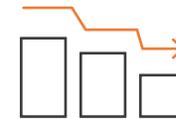
- Securely view all citizen and supplier data from different providers in a single console using interoperability solutions
- Run artificial intelligence (AI) and machine learning (ML) algorithms to better understand service demands and resource gaps



## Optimise staffing

Using flexible, responsive management tools from Infor, you can optimise staffing to better meet the changing demands across the services being provided. Infor solutions help shape the processes used by employees to ensure that they can access rotas and HR records across a variety of devices such as mobile phones, tablets and PCs.

- Schedule resources using models that reflect the needs of service delivery directorates / departments and citizens walking through the door today and the use of location-based intelligence to redistribute staff in response to real-time changes
- Enable employees to coordinate and manage shifts



## Reduce provider job strain

Infor solutions help shape the process used by front-line staff to conduct and record visits to homes or business premises, enabling them to readily adapt to changing procedures and government regulations.

- Use AI voice transcription to simplify documentation processes and reduce the job strain of typing
- Using a combination of Infor and AWS we can provide services that allow customer self-service, freeing up front-line staff to address more complex issues

# AWS Enables Infor Solutions



## Optimise supply chain

Operations teams can take a proactive approach to supply chain management by using Infor solutions to be more predictive.

- See exactly where your inventory is with a dashboard that combines data from Bluetooth or RFID and IoT devices into a single view
- Establish a just-in-time predictive stream that tracks assets such as medical equipment through location-based intelligence



## Improve financial models

Retrospective models that were used to project future financials can be a detriment to organisations in today's changing environment. Infor solutions use near real-time data to help you stay nimble and aware. Infor solutions can reduce the restrictive burden of sharing data and support creation of department and consolidated forecasts.

- Understand how the recent shift in citizen demand and service provision impacts the financial health of your organisation
- Build new, agile models that better help you predict demand by services and how your organisation can respond



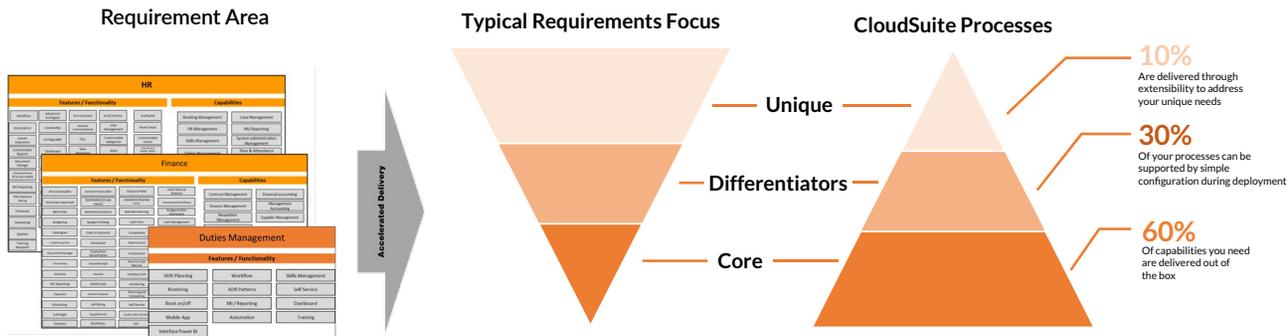
## Meet compliance regulations

Infor solutions can reduce the restrictive burden of sharing information across Public Sector organisations and ensure you operate within the data sharing guidelines.

- Make customer data more useful and transferable through open, secure, standardised, and machine-readable formats
- Continue to evolve interoperability practices to make data sharing with other secure government bodies and payers more fluid

# Accelerated Delivery

Many organisations typically seek to replicate requirements from historical, outdated systems. In the case of Finance, HR, Procurement and Asset Management, organisations can adopt core processes that are part of the standard functionality of the application. A further set of requirements may be required to support execution of specific processes however these can be configured during system set up. The final set of requirements are often highly specific to a process or organisation and require system development. Aligning to core processes and requirements can assist organisations to implement solutions faster and reduce future efforts on testing and upgrades.



## Critical success factors that need to be managed are:

- Clarity of the transformation vision and journey
- IT delivery – from vendors and internal organisation
- Customer experience – experience of the employee to engage in the system
- Data management – not underestimating the data challenges

# Public Sector Transformation Ideas

**Below are some ideas on how today's technology from Infor and AWS can support Public Sector transformation; address the digital, customer and finance first challenges, as well as support operating in the "new normal".**

## Voice commands

Voice assistant technologies such as Amazon's Alexa, can be utilised to fulfil digital service requests from organisations such as local authorities and be used to set reminders i.e., 'Alexa, when is my bin day?', 'Alexa, can I have a special bin collection from my front door?', 'Alexa, when should I take my medication?'. Voice assistant technologies democratise access to digital services, removing the need to have to see, or physically interact, with devices.

## Digital audit

The routine capture of digital data such as images and audio can be used to drive digital audits. For example, the daily capture of both construction images and audio, can be used to ensure that buildings are being erected to specification, complying with agreed material standards, keeping within permitted noise levels, and providing a future audio-visual archive to support potential investigations of accidental or deliberate standards violations.

## Artificial intelligence

AI can be utilised across digital contact channels such as webchat, where high-volume and low-complexity enquiries are frequently received. The use of AI reduces the need for the high-cost human intervention traditionally used to handle these contact queries – not only reducing operating costs and increasing productivity but providing a more responsive customer experience and decreasing the time taken to resolve enquiries. Staff can instead be better deployed on complex and value-adding interactions, where judgement and empathy are required, leading to a better customer experience.

AI can also be deployed within the high-volume, low-complexity environment of handling standard planning tasks. Algorithms calibrated against agreed local planning policies and standards, can grant permissions in minutes rather than months, allowing planners to focus on complex or contentious planning issues.

## Asset management

The tracking of assets such as vehicles and buildings through remote sensors and telemetry, can help monitor their usage and potential abuse. In some circumstances, such tracking can be used to notify when services are required and advanced diagnose impending component failure, providing advance diagnostics before a crisis.

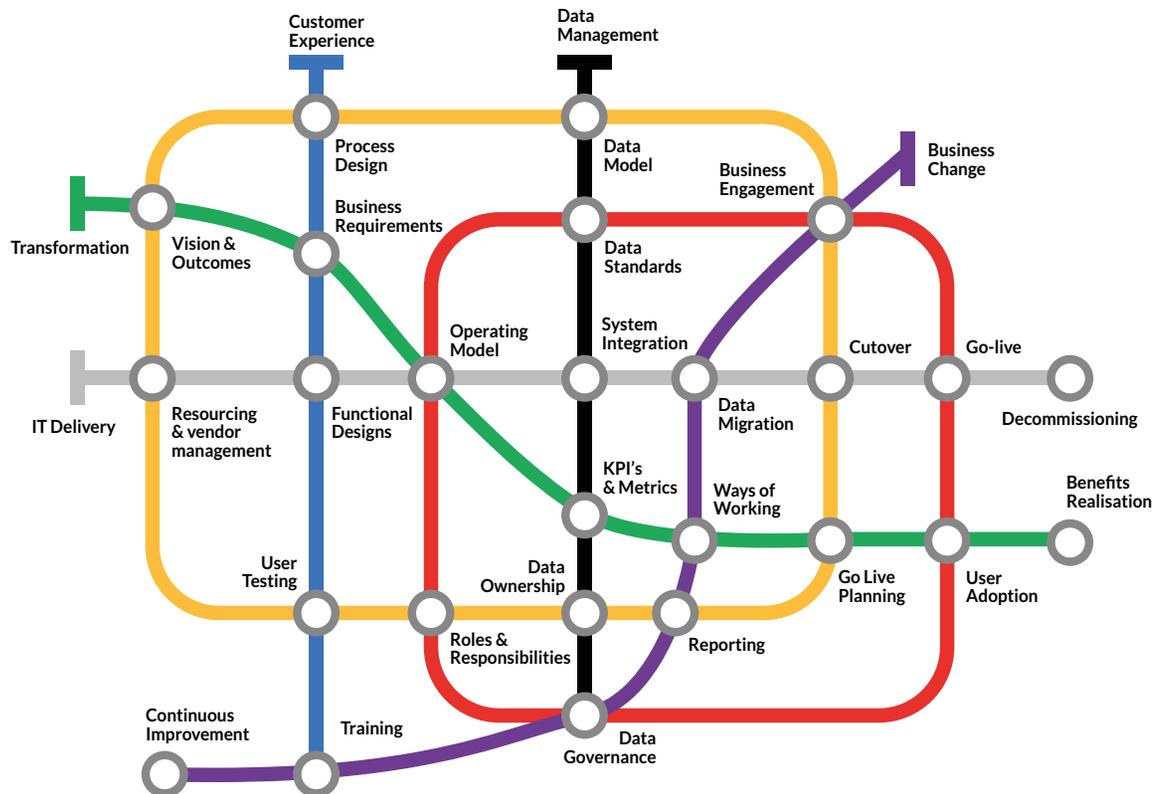
## Activity alerts

Remote monitoring and sensors provided through IoT devices can be used to remotely monitor senior and vulnerable people's safety. Such 'telecare' can be used to track myriad characteristics such as acoustics, heating controls, fridge temperature, hydration levels.

# Enabling Cloud Transformations

FifthQuadrant's expertise comes from years of supporting clients through complex programme deliveries. Our experience from multiple transformation programmes has highlighted common challenges that arise due to lack of clarity regarding the transformation objectives: IT Delivery; Customer Experience; Data Management and Business Change.

Our value comes in understanding the connected nature of process, system and data changes and enabling organisations to adapt, change and fundamentally deliver differently.



## Critical success factors that need to be managed are:

- Clarity of the transformation vision and journey
- IT delivery – from vendors and internal organisation
- Customer experience – experience of the employee to engage in the system
- Data management – not underestimating the data challenges
- Business change and ensuring organisation is ready for new systems
- Programme governance and delivery schedules
- Programme team – collaborative effort from all sides

## Contact Details



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