



## Smarter Cities

# Intelligent Permitting

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### Joint Solution

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### World-Class Permitting Perfected

#### Target Industry

- State & Local Government

#### Business Application

- Permitting Processing, Planning and Revenue Management

#### Products

- IBM Intelligent Operations Center (IOC)
- Infor Permitting\*

\*Infor Hansen or Infor Community Development & Regulation (CDR)

#### Business Challenge

In cities around the world, job creation and economic development have never been more vital. Cities with an “open for business” climate have a key competitive edge in attracting new businesses and encouraging the expansion of existing businesses within their boundaries. Being seen as “event friendly” is also advantageous to local governments; cities that host special events such as marathons and festivals can produce millions in revenues - that’s a tremendous boon to local economies.

However, the permitting process is multi-dimensional and rife with complexity. There are many steps to help ensure the proper codes, rules and regulations are in place throughout the permitting process for overall project success and public safety. Access to critical data in real-time for making important decisions is often limited because of the siloed nature of the organization or it’s not available at all.

These steps and activities involve cross department dependencies and linkages. For example, it is important for both the city planners and event managers to have access to data (i.e., weather, status of public safety, police, EMS, fire resources) as well as real time information on competing city activities. Without the proper software infrastructure in place, these vital community and business development efforts can be stalled by lengthy cycle times resulting from a lack of transparency, coordination and collaboration

that is necessary for success. Or worse, the safety of attending citizens may be at risk. The result, lost revenue opportunities, hampered government responsiveness, compromised public safety, and poor resource utilization.

#### Joint Solution

Intelligent Permitting is an integration of IBM IOC and Infor Permitting. Together, they provide an integrated process with advanced analytics that address:

- **Permitting and Planning Optimization** Facilitates better intergovernmental coordination and citizen visibility by streamlining permit processes while helping to reduce costs and provide businesses faster approvals. Provides capabilities for better permitting and land use decisions by aggregating data from many sources to create comprehensive views and analysis of potential conflicts and problem areas.
- **Event Management** Consolidates permitting information (i.e., construction or road projects) to correlate with special event planning that helps quickly identify conflicts and facilitates emergency planning by providing a visual mapping of potential issues.
- **Revenue Compliance** Provides consolidated visualization across all data sources (i.e., permits, taxation, billing, etc.) along with key performance indicators and reports to help license and tax investigators identify potential fraud and lost license revenues.

## World-Class Permitting Perfected



# Intelligent Permitting

### Value Proposition

Reducing costs is a goal of government. Intelligent Permitting can lower the cost associated with the permitting and licensing process, while at the same time help eliminate bottle necks and process delays. Shorter time between permit application and approval makes for a more satisfied citizen or business owner and enables a robust economy by creating an environment where the government now has the opportunity to accelerate his/her time to market.

Delays in automated processes (i.e., permitting) are often caused by a lack of accessibility to the data necessary to accurately disposition a permit application. Barriers between governmental departments cause delays that are largely avoidable. For example, a public works construction project for maintenance could impact a city event (i.e., a marathon) if both activities are not visible in real time during the permit process. Intelligent Permitting provides a holistic view of current activities that can affect a pending permit approval. The result is improved responsiveness, more accurate and cost-effective planning, and the ability to predict conflicts - all while providing guidance on ways to mitigate potential risk. Citizens, business owners and government workers all benefit from the increased transparency and efficiency provided by Intelligent Permitting.

Additionally, Intelligent Permitting can help recover lost revenue by identifying unlicensed businesses or delinquent payers. This single unified view of the "municipality as an enterprise" can provide auditors with prescriptive data for more accurate taxing and billing in addition to identify potential fraudulent activity.

### About IBM and Infor

Our alliance and partnership increases the value of our joint solutions—value that comes from leveraging complementary technology, long-term investments, efficient delivery that reaches every corner of the globe, and support to help our clients meet their unique regional and local challenges.

IBM and Infor have collaborated for many years to:

- drive innovation and technology leadership
- deliver rapid low-cost deployment and faster time-to-value
- optimize Infor applications on IBM hardware
- help clients be more competitive in their industry
- create higher value solutions by integrating software offerings

### To learn more, please visit:

- <http://www.ibm.com/solutions/alliance/us/en/index/infor.html>
- <http://www.infor.com/solutions/erp/ibm>

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