Illustrative sample. Sample City and every name, value and finding on this page are fictional.

Follow-up: Sample City, Infor O&R

Sent after the 15 minute first call. It is yours to keep, whether or not you work with eClas.

What we heard

- Sample City runs Infor O&R (formerly IPS) on-premises and expects to move to multi-tenant Cloud within the next eighteen months, with dates not yet set with Infor.
- The permits team is most worried about fees: two fee types are calculated by custom code written years ago, and nobody on staff has changed it since.
- Utility Billing staff rely on a nightly payment file and an overnight job that updates shutoff statuses. Both run on a city server.
- IT would like a clear list of what has to change before the move, so the budget request is based on facts rather than a guess.

Current environment

Product	Infor O&R (formerly IPS)
Version	An older on-premises release, several updates behind current
Hosting	On-premises, on city servers
Database	SQL Server
Modules in use	Permits, Code Enforcement, Utility Billing
Integrations	GIS address lookup, nightly payment file, document scanning
Reports	SSRS, Crystal and Ad Hoc
Target	Infor O&R multi-tenant Cloud

Top risks

1. **Fees calculated by custom DLLs.** Custom DLLs are not deployed to a multi-tenant tenant. Commercial permit fees and plan review routing would stop working unless their logic is rebuilt as Library formulas before the move.

2. **Formulas that read tables directly.** Formulas run under an allow-list in multi-tenant Cloud, with no direct database access. Any formula that queries a table with its own SQL needs to be rewritten, and today nobody knows how many there are.

3. **Jobs and files on the city's own server.** The payment import and the shutoff status job read and write server folders and the database. Neither is possible in Cloud, so both need a supported route, such as an ION file feed or a scheduled Batch Manager task.

4. **Reports with no Cloud equivalent chosen.** SSRS and Crystal reports that read the database directly will not run against a multi-tenant tenant. Each needs a supported Cloud option, or a decision to retire it, before staff lose it at go-live.

Recommended next steps

1. Run the Definition Manager package we provide and send us the file. **Owner: Sample City**
2. Build the complimentary assessment from those files and walk the findings through with IT and the permits supervisor. **Owner: eClas**
3. Confirm the migration route and target dates for the tenant. **Owner: Infor**
4. Document scanning: the scanner software already saves to O&R attachments, so this item needs no further work from eClas. **Owner: Sample City**

What a deeper review would cover

The complimentary multi-tenant assessment, built from your own configuration, covers:

- Workflows and business processes
- Formulas and custom libraries, checked against multi-tenant rules
- Custom DLLs and other customizations
- Reports: SSRS, Crystal and Ad Hoc, each mapped to a supported Cloud option