

# Empower local government for a smarter future with Infor Pathway



Managing local government today is more complex than ever—balancing complex tasks, evolving regulations and growing community expectations. Yet, outdated systems that no longer meet modern demands only add to the challenge, creating silos and making it harder to deliver the services your community needs.

Infor™ Pathway offers a smarter way forward. Designed for local governments by local government experts, this unified, cloud-based platform streamlines end-to-end processes for councils of any size—so you can focus on what truly matters: serving your communities with less hassle and more impact. With Infor’s best-of-breed solution specifically built for your council’s needs, you won’t be compromising on functionality.

## Key benefits of Infor Pathway

Here’s how your local government organisation can drive value across all council operations, from generating income to ensuring a safe, sustainable community:

- **Streamlined operations on a unified platform**  
Collaborate and manage property, revenue and stakeholders seamlessly for higher productivity across departments
- **Broad connectivity for a flexible workforce**  
Access real-time data on any device anywhere—from the office to the field—for faster, informed decision-making
- **Award-winning local experts by your side**  
Tackle any disruptions confidently with support from our industry-recognised, locally based team
- **AI-enhanced customer data visibility**  
Gain a 360° view of your customers with an intelligent central registry to deliver open, transparent service
- **Secure, intuitive self-service transactions**  
Simplify your customer interactions with automated property billing processes and financial services on any personal device
- **Reliable, purpose-built community service apps**  
Meet your community needs with tailored apps for services like animal control and home inspections
- **A single source for compliance**  
Stay ahead of evolving regulations with a central hub for up-to-date legislative requirements

## Why Infor Pathway

Infor Pathway is a cornerstone application for local authorities across Australia and New Zealand. With over 25 years of experience supporting urban cities and regional townships, Infor Pathway empowers 70+ local governments to deliver faster, smarter and more connected services to their communities.

Here's why local authority customers choose Infor Pathway:



### Customer Service and People Management

Transform your customer service with flexible, policy-compliant modules that work efficiently, even after office hours:

- Intuitive self-service options via the Infor Customer Portal and mobile app
- Centralised registry to prevent duplicate names and addresses
- Customer request management with built-in tracking and monitoring
- Registers



### Revenue Management

Leverage tools widely used in the ANZ region councils to budget, track spending and keep costs under control:

- Rates Accounting integrated with valuations and property, revenue modules and general ledger
- Valuations and mass appraisals
- Accounts Receivable
- Water Billing
- Trade waste
- Income and receipting



### Property Management

Unlock new business opportunities with an integrated architecture that includes the geographic information system (GIS) for managing property and land:

- Property Administration
- Animal Registration
- Electoral Roll



### Regulatory Management

Simplify compliance with local regulations using streamlined workflow-driven modules:

- Manage planning, building and other regulatory applications and consents
- Enable processing, billing, monitoring and renewing permits and licenses
- Manage the end-to-end enforcement process, from initial notice to prosecution
- Create, maintain and report on regular and ad hoc monitoring regimes

Powered by Amazon Web Services® (AWS), Infor Pathway offers the most complete local government solution—easy to implement, seamless to integrate and designed to grow with you.

Leverage a trusted, long-term technology partner with a proven track record to help you support your communities:



**38,500**

council staff  
members  
across ANZ use  
Infor Pathway daily



**3.5M**

daily users on  
Infor Pathway to  
access self-service  
technologies



**98%**

customer satisfaction  
rate backed by  
award-winning  
24/7 support



**70%**

of a council's  
annual revenue  
underpinned  
by Infor



**\$17+ billion**

income generated  
each year by councils  
using Infor Pathway



## About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

[infor.com](https://infor.com)

**Drive smarter,  
connected council services  
with Infor Pathway**

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