

# Armidale Regional Council achieves cost-effective customer service with Infor Pathway

## About the company

Armidale Regional Council is a governmental entity based in New South Wales, Australia. The council manages an area that formed in 2016 by the merger of the Armidale Dumaresq Council with Guyra Shire Council. The merger created an area with a residential population of approximately 30,552, and a land area of 8,630 km. The council's mission is to provide sustainable and efficient community leadership and local government services—from rubbish hauling to libraries. Visit [www.armidaleregional.nsw.gov.au](http://www.armidaleregional.nsw.gov.au).



HEADQUARTERS  
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Infor® Pathway

WEB SITE  
[armidaleregional.nsw.gov.au](http://armidaleregional.nsw.gov.au)

## Business case

With its new software platform, Armidale Regional Council sought to:

- Create an online portal that would make it more efficient and convenient to engage with the council
- Automate planning certificates
- Support the merger of two regional entities

## Benefits

- The implementation of automated planning certificates means the software generates income which pays for itself
- A web-enabled solution to meet the specific needs of local authorities in Australia and New Zealand
- Comprehensive functionality that meets the regional council's customer service objectives and creates citizen satisfaction and engagement
- Quality and cost effectiveness in day-to-day customer-facing services
- Cost savings that free up funds for improving the environment and community
- A solution that meets its needs without customizations or modifications

**"All Infor staff understands the exact needs of our councils in Australia and New Zealand, which are unique from other parts of the world. Our investment in Infor Pathway has paid for itself."**

**Ambrose Hallman**  
Service Leader, Sustainability and Development, Armidale Regional Council