

The Infor logo is a red square with the word "infor" in white lowercase letters. A small registered trademark symbol (®) is located to the right of the logo.A photograph of three business professionals walking in front of a grand, classical building with large columns and arched doorways. On the left, a man in a dark blue suit and glasses looks towards the right. In the center, a man in a grey suit holds a smartphone. On the right, a woman in a white blouse and black skirt looks towards the right.

BROCHURE

Infor Pathway

End-to-end local government cloud solution

Do business better

As a decision-maker in local government, your top priority is delivering efficient and cost-effective services to your customers and community stakeholders. While the overriding business objectives are easy to grasp, challenges lie in implementing the individual processes that add up to high-quality customer service in your local area. From achieving quality and cost effective operations in day-to-day customer-facing services, to less visible activities--such as revenue management, legislative compliance and the development of long-term programs for community sustainability--you've got your hands full. At Infor®, we understand that every local authority must implement efficient processes. We also understand that the software plays a critical role in determining whether you accomplish your primary goal of customer service excellence. To help you deliver excellent customer service whilst meeting your legislative obligations, Infor has developed Infor Pathway.

Infor Pathway makes it easy for your organisation to incorporate new capabilities when needed.

Leverage experience

With Infor Pathway, your organisation get a modern, web-enabled solution that has been developed to meet the specific requirements of local authorities in Australia and New Zealand. Developed by industry experts, - many of whom have more than 20 years of experience serving the enterprise software needs of local government, - Infor Pathway delivers the comprehensive functionality that enable councils and other local authorities to realise their customer-service objectives. Infor Pathway provides capabilities for improving the efficiency of business processes, including people management, land and property management, revenue management, and regulatory management.

Get business specific

You need a flexible, easy-to-use local government solution that meets your current and future software requirements in ways that will help you control costs. With Infor Pathway, you get that, plus a modular solution that makes it easy for your organisation to adapt new capabilities when needed.

Infor Pathway boasts an intuitive HTML5 user interface. The solution also supports functionality for wireless mobile and hand-held devices to enable your field workers to stay productive when they're on the go.

Infor Pathway delivers comprehensive functionality for managing local government-related business processes, including:

Customer service and people management

Infor Pathway features several modules designed specifically for improving service deliveries to customers. These modules include:

- **Central name/Address register:** Maintain a central registry of names and addresses to reduce the likelihood of duplication of data and promote a 360° view of each customer.
- **Customer request management:** Powerful search capabilities and intuitive data entry and management functions help customer service representatives deliver efficient and effective services that comply with established policies. The solution also provides capabilities for tracking and monitoring customer request activities.

- **Bookings management:** Manage bookings and billing related to the hiring of Council-owned venues such as halls and recreation parks, including functionality for online availability searches and payments.
- **Registers:** This feature provides extensibility for recording, maintaining, and reporting additional information that may not be configured by default within standard Infor Pathway modules.

Property management

For many local authorities, land and property management is an integral business and legislative responsibility. Infor Pathway addresses this critical business requirement with a wide range of capabilities including:

- **Property administration:** Property administration provides you with a powerful toolset for the creation, maintenance, and secure management of property and land. Infor Pathway's integrated architecture ensures that land and property information is available to all modules, and is augmented by GIS integration for all industry-accepted solutions.
- **Animal registration:** Capture relevant animal information such as breed, sex, and class. This module also manages annual renewal processing and integrates with regulatory and customer service modules.
- **Electoral roll:** The electoral roll functionality supports roll management requirements of South Australia, Western Australia, and Victoria. Electoral rolls are integrated into the property and names modules to streamline processes at the local government level while complementing relevant state level electoral rolls.
- **National Property Database (NPD):** Infor Pathway functionality streamlines the recording and management of National Property Database (NPD) information for New Zealand councils.

Revenue management

To promote fiscal prudence, Infor Pathway capabilities ensure cost efficiency in local authority budgeting, accounting, and spending activities. Key capabilities include:

- **Rates accounting:** This module is the premier toolset for the administration of council rates in Australasia. It is integrated with valuations and property, as well as revenue modules and general ledger (G/L). Pathway's rates accounting capabilities provide highly configurable charging and billing, debt recovery, multiple payment and instalment options, and interfaces with state and federal government agencies.
- **Valuations and mass appraisals:** General and specific valuations modules allow valuers and property professionals to capture attribute data and generate valuations for rating purposes. The system also imports valuations from central authorities where appropriate.
- **Accounts receivable:** These capabilities help local authorities manage bulk invoicing and statement generation, with functionalities for managing debt recovery.
- **Water billing:** This fully functional water billing module for local government includes capabilities for meter readings, billing, payments processing, and enquiries.
- **Liquid trade waste:** This module supports flexible, general, and industry-specific charging and billing options, including integration with water billing, permits and licensing, and the other Pathway revenue modules.
- **Income/receipting:** This fully functional income/receipting module features capabilities for generating receipts for all monies received--either directly or through banks and external agencies-- with full audit control of all transactions.
- **Refunds:** Natively integrated into all billing modules, the refunds module supports a centralised approach to refunds, ensuring accuracy and audit control. Additionally, the Pathway refunds module can be interfaced with external accounts payable systems.
- **General ledger interface:** This module interfaces with all industry accepted financial systems via configurable import/export formats. With the Infor Pathway general ledger interface, you can easily refresh account information, perform full validation of accounting entries, and export all ledger transactions to suit.

Infor Pathway helps improve the efficiency of local authority business processes, including people management, land and property management, revenue management, and regulatory management.

Regulatory management

For local authorities, meeting regulatory requirements can be challenging. Infor Pathway is functionally rich, with application and compliance monitoring processes. The solution provides a comprehensive range of workflow-driven modules, including:

- **Applications:** A powerful, configurable toolset for the processing, billing, monitoring, and administering of planning, building, and other regulatory applications and consents.
- **Licensing:** Take advantage of these advanced capabilities for processing, billing, monitoring, renewing, and administration of permits and licences, including environmental health, environmental management, and the built environment.
- **Compliance and enforcement:** Built to natively integrate with other property and regulatory modules, this infringements module enables local authorities to manage the end-to-end processes associated with enforcement action, from initial notice through prosecution.
- **Inspections:** Create, maintain, and report on ad hoc and regular monitoring regimes associated with applications, licensing, property administration, customer requests, trade waste, and registers modules.

Systems administration

With Infor Pathway, you get features that improve the efficiency of employees and managers, which promotes customer service excellence. Key capabilities include:

- **Workflow:** The embedded workflow engine enables you to invoke configurable milestones, tasks and actions for an application type, license type, request type, booking, transfer of ownership or property division process, which all enhance the timeliness and repeatability of an authority's business processes.
- **Reporting:** Leverage data in your Infor Pathway solution to populate reports for a local authority's core business processes, including standard reports and user-defined reports.
- **Query:** The search and selection process can be performed on all key data in the system. Query results can be stored and reused to drive downstream processes and reports. Batch processing functionality can be used to run a query and create a query extract file.
- **Infomart:** Simplified reporting data marts provide access to Infor Pathway's rich database content without the need for specialized technical knowledge or data administration skills.
- **Pathway responsibility system:** The system enables you to define all users, assign security permissions, and control Pathway access permissions.
- **Online help:** Smart help provides users with access to in-context information from any screen, at any time.
- **Audit:** Advanced controls enable your team to determine which information is subject to system monitoring and reporting. Choose to audit all standard fields, or none at all, depending on local requirements. Standard audit reports are available, as are configurable purging options.

Dashboard charts

Staff can select from a range of dashboard charts to prompt day-to-day work, and generate simple KPI reports. Homepage dashboard charts provide real-time business intelligence and enable staff to drilldown and maintain records.

Internet-enabled customer self-service

Infor Pathway technologies also extend beyond the Council workspace and include customer facing self-service technologies such as the Infor Customer Portal and Infor Customer Mobile App. These channels of service delivery enhance a local authority's customer service capabilities by allowing customers to request or submit information, or conduct local government business, online at their own convenience—not just when civic offices are open.

Infor Customer Portal is fully integrated with Infor Pathway back-office capabilities to provide robust and effective online services for business customers and constituents, as well as broad industry integration so local authorities can meet statutory obligations and compliance targets.

Featuring capabilities that address every IT requirement of a local government entity, Infor Pathway can help your council or other local authority dramatically improve its delivery of services. Infor Pathway is a cornerstone application for local authorities throughout Australia and New Zealand, delivering a wide range of tangible benefits.

Mobility

As phones get smarter, your solutions should follow suit. The availability of inexpensive yet powerful smart phones, the proliferation of mobile application marketplaces, social networking and consumer-oriented location based systems have converged to create a highly empowered community. Your customers and other stakeholders can benefit with the Infor Pathway Smart Mobile App, which they can use to pay bills, lodge service requests, or book council facilities from their phone.

Infor Pathway Smart Mobile focuses on mobility-enablement for your staff even when they're offline. The app facilitates easy access to Pathway-managed processes for your councillors and customers.

Mobile Applications for staff include:

- Licensing, customer requests, and inspections for building
- Animal enquiries for community safety
- Customer service for council staff responding to any number of reports relating to community assets, services, or people

See results now

Infor Pathway delivers a host of benefits, including:

- Increased employee satisfaction through the latest HTML5 technology, which gives staff the flexibility to be productive when they're on the go
 - Improved customer satisfaction by supporting open and transparent service delivery, including 24-hour access to relevant data and processes for customers
 - Lower operational costs through consolidation and rationalization of software applications
 - Empowered Service Delivery Managers with tools for controlling new channels of service delivery
 - Better decision-making due to improved information flow
 - More efficient responses to security and regulatory requirements
- More effective collaboration to meet the ever-changing needs of customers and the wider stakeholder community
 - Accurate and easy reporting by leveraging data for improved business intelligence
 - Improved compliance with local policy and compliance guidelines
 - Efficiencies associated with straight-through data processing
 - Recognition of the wider IT ecosystem, including functionality for integrating with any industry accepted local government solution
 - Reduced cost of IT ownership with software as a service offering

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