INFOGRAPHIC

PATHWAY — AI STRATEGY & TECHNOLOGY PLAN

AI that works the way councils need it to

How Pathway is embedding responsible AI, built on the Infor Cloud Platform and AWS.



01 — Why now

The workload is growing. The workforce isn't.

Citizens and staff expect digital, conversational, always-on service or assistance. Councils must meet rising community expectations for digital, responsive services alongside significant workforce constraints.



02 — What's delivered

Three assistants. One system of record.

Pathway stays the source of truth. AI does the surrounding work, for citizens, officers and administrators.

CITIZEN ASSISTANT

Assisted lodgment, conversations, status

- Fewer clicks, instant responses, and more efficient experiences.
- More self-service, fewer calls. Get what you need faster, and when it suits you.

OFFICER ASSISTANT

Analyse, navigate, next steps

- Prompt for the information you need, get instant help on next steps, and navigate without clicks.
- Faster case handling, instant access to information, and help when you need it.

ADMINISTRATOR ASSISTANT

Monitoring and audit

- Monitors process queues, logs and audit trails across the system, allow quick access to system data.
- Issues caught before they become backlogs, and data brought to the surface.

03 — What's already underway

Already in place or in active development

Delivered

API Layer

Modern API integration enabling secure access to data for AI tooling.

Data Fabric

Timely, governed data foundation for AI and analytics.

2027

GenAI Assistant

Provides system help and guidance, supports prompt-based data queries and helps users navigate records.

Insight Widgets & Workspaces

Role-based workspaces for council officers, with embedded AI widgets and insights.

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.

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Learn more about Infor Pathway

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