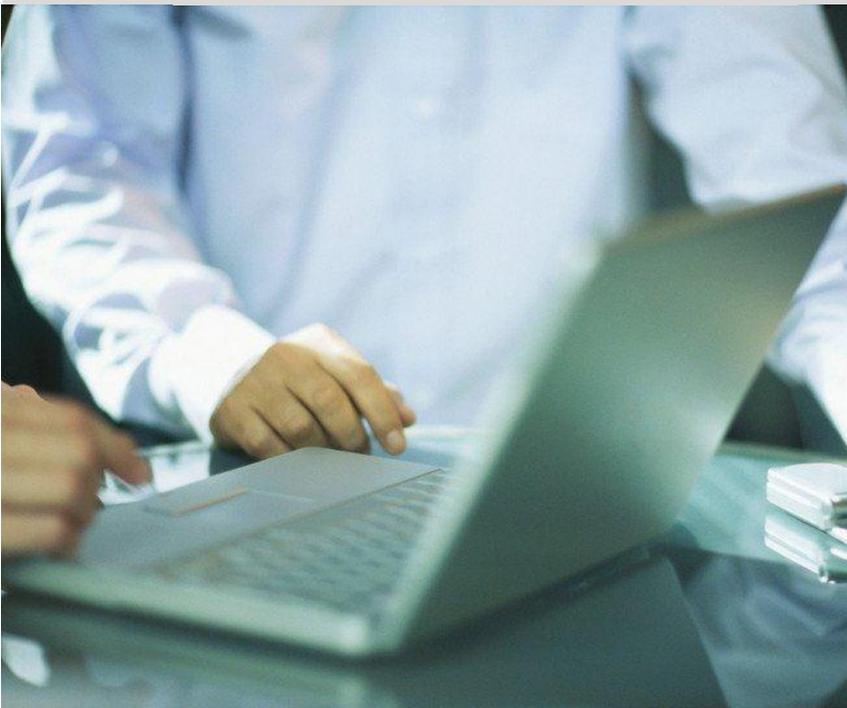# ePathway

> ⮕ Infor ePathway provides intuitive self-service capabilities that enable customers to conveniently and confidentally lodge requests, make payments, and process regulatory transactions online.

Do business better.

For local authorities, the definition of "responsive service" is changing. In today's environment, you aren't providing the comprehensive services customers expect unless you supplement your traditional contact points with an online option. Since the residents and business constituents of local authorities are using the internet to buy, sell, and conduct other transactions, they expect the same flexibility and convenience in their dealings with local government.

Leverage experience.

Infor™ ePathway is an internet-enabled customer self-service interface for online customers of local authorities. Infor ePathway provides intuitive self-service capabilities that enable customers to conveniently and confidently lodge requests, make payments, and process regulatory transactions online. The solution enables the back-office capabilities of Infor Pathway to accept, process, and respond to customer requests, payments, and regulatory transactions whilst retaining full accountability and privacy through strong security and auditing.

Get business specific.

Infor ePathway is fully integrated with the Infor Pathway solution, providing real-time data access and processing for customers using the internet. Built using the Microsoft®.NET technology framework, the solution is a modern, internet application that uses Secure Sockets Layer (SSL) and .NET's authentication and encryption services to deliver a best-practice approach to security.

ePathway provides simplified support for authentication services, including the Government Logon Service (GLS) for New Zealand. Support of a "federated identity system" allows an external system to act as the authentication provider.

Flexible Implementation.
Infor ePathway can be implemented "out of the box" and tightly integrated with a local authority's existing web presence. Local authorities can choose colours, fonts, and images so they maintain consistent branding and availability strategies with their other internet resources.

Specific Infor ePathway capabilities.
User Registration: Local authority customers can set up, edit, and maintain registration information in a secure and intuitive environment.

Customer Requests: Customers can submit and monitor requests for services online, including processing complaints, obtaining information, and requesting works such as, fixing a pot hole.

Application Lodgement/Pre- Lodgements: Local authorities can offer online pre-lodgement enquiry and lodgement of planning, building, and otherapplications. Infor ePathway enables secure, online property searching and validation for application types,

Licensing: Facilitates easy lodgement of licences and permit applications via the internet. Local authorities decide which permits and licenses are made available for application over the internet through simple parameter configuration.

Bookings: Enables customers to search online for suitable and available facilities and associated resources, and submit and pay for bookings. The local authority retains full control over which facilities and activities can be accessed online.

Payment Gateways: Infor ePathway allows customers to make payments via the internet and using interactive voice response (IVR) capabilities. The solution supports channels from multiple payment gateway processing vendors.

General Enquiries: Infor ePathway provides a configurable capability local authorities can use to provide controlled public access to information managed by the Infor Pathway back-office system.

- Rates Enquiries
- Application Registers
- User Defined Registers e.g. Animal Impoundment Register

See results now.

Infor ePathway helps local authorities increase the responsiveness and availability of the services they provide. The solution can help a local government entity improve the efficiency of its internal processes whilst achieving better overall customer satisfaction. Specific benefits include:

Deliver services more conveniently for the end customer.
- Reduce costs.
- Improve timeliness of services.
- Improve statutory compliance.

About Infor

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit www.infor.com.

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