

The Infor logo consists of the word "infor" in a white, lowercase, sans-serif font, set against a solid red square background.

Australian local council improves citizen engagement and response time with Infor Pathway

An Australian local council that is home to a number of diverse ecosystems wanted to implement a user-friendly online portal for its citizens to carry out activities, such as reporting issues, filing building and renovating permits, and more.

Infor Pathway—a modern, web-enabled solution developed to meet the specific requirements of local authorities in Australia and New Zealand—has enabled the council to offer online services to its citizens in a smooth, modern, and easy-to-use manner.

HEADQUARTERS

Australia

INDUSTRY

Local government

INFOR PRODUCT

Infor® Pathway

With Infor Pathway, citizens can easily submit requests and have them dealt with in a timely fashion. At the same time, Pathway has improved many citizens' perception of the council now that it has become more progressive and innovative.

Building a community that future generations will continue to enjoy

As a local government area located outside of one of Australia's major cities, this local council is the result of an amalgamation of two councils in 2016. The council comprises an area of some 50 square kilometres (19 sq mi) and has a population of around 160,000. The council strives to provide leadership in the community, assisting to identify, articulate, and achieve community and social goals. The council's strategic plan sets out how council will continue to do its share towards making the area a highly attractive place to live, work, and invest.

The council area is home to a number of diverse ecosystems, from beach to bushland, waterways and wetlands. To protect and improve these natural environments, the council works in partnership with the community, neighbouring councils, and other government agencies on a number of initiatives to reduce greenhouse gas emissions, promote energy-efficiency programs and renewable energy sources, reduce water consumption at key facilities, lead community education programs, and plan for climate change adaptations.

To achieve these goals, the council faces many challenges in forthcoming years that must be proactively addressed by maintaining financial discipline, building on its public and private partnerships, and collaborating to provide best value services to the community. At the same time, the council must strive to improve citizen engagement, increase efficiency, manage costs, and offer modern, online services to its citizens.

Business results and efficiencies



160,000
people in the council population



1 system
for citizens and council staff



24-hour
access to data and processes



360° view
of customer registration info

Improving citizen engagement with a modern online portal

Improving customer service by offering a comprehensive online portal was key to the council's strategic direction. This also saves time for council staff who can be better utilized in other services because being innovative is a key council initiative.

Infor Pathway has provided the council with an online portal for citizen engagement. Pathway is a modern, web-enabled solution developed to meet the specific requirements of local authorities in Australia and New Zealand. Its online portal capabilities were, in fact, a critical component of the Pathway selection. Pathway's user-friendly dashboard has enabled staff to clearly see the position of certain activities and therefore make decisions accordingly.

Infor Pathway's user-friendly dashboard has enabled staff to clearly see the position of certain activities and therefore make decisions accordingly, while also reducing paper use.

Pathway has also helped staff to track the progress of activities and reduce paper use by creating a smoother, seamless process with all information recorded in an easy-to-find location.

In addition, Pathway has helped the council implement an online portal for its citizens to carry out activities that include: building and renovating, communicating with the councils, reporting an issue, checking rates, booking a venue, registering pets, and reporting graffiti.

With Infor Pathway, citizens:

- Are more engaged with the council
- Perceive the council as progressive and innovative
- Experience requests that are dealt with faster
- Can easily lodge requests
- Make online payments online 24/7 instead of during office hours

Best of all, the council and its citizens enjoy a smooth, modern, and user-friendly online portal.

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