



Customer Profile

Wodonga City Council saves time and money with Infor Pathway.



Facts at a glance

Solution: Public Sector

Products: Infor™ Pathway

Industry: Public Sector

Country: Australia

“By the time the customer started the manual request and got it to us, we would be looking at a minimum of five working days. Now it takes five minutes with Pathway.”

—Ian Smithwick, Revenue Administrator, Rural
City of Wodonga

About the organization

The Wodonga City Council serves the Australian city of Wodonga that has a municipal population of about 35,000 in a region of 170,000 residents. The council serves this rapidly growing provincial city and plays a vital role in raising community living standards through improved delivery of services. To learn more, visit www.wodonga.vic.gov.au.

Challenges

- Provide an online self-service system available 24x7 for residents to request certificates, council services, and information.
- Integrate the online self-service facility with the back-office system, Infor Pathway, which accepts, processes, and responds to customer requests, payments, and regulatory transactions.
- Offer fully automated, end-to-end processing while reducing costs and improving service timelines.

Benefits

- Increased the number of certificate requests processed by 85% in the first 11 months after implementation.
- Gained ability to save 15 minutes on each online-originated request, spending 3 minutes to process a land certificate application that once took about 20 minutes, while processing 200 land information certificates each month.
- Gained a secure, easy-to-use online system that has saved time—five minutes to process a request versus five working days previously.
- Improved citizen customer satisfaction with much reduced processing timelines.

“We wanted an easy-to-use end-user system that was simple to navigate and administer. A 20-minute application now takes about 3 minutes to process. The council welcomed this time savings, because it allows staff to focus on their core responsibilities.”

—Paul Drummond, Geographic Information Systems Coordinator
and Pathway Administrator, City of Wodonga

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