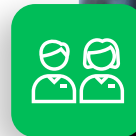# City of Melville (AU) paves digital path for future with Infor

Cloud migration to Infor Pathway UX drives Western Australia local government authority's service delivery transformation and enhances resident experience

About City of Melville

Situated in the southern suburbs of Perth, Western Australia, the City of Melville is a vibrant local government area boasting a population of 103,523 residents. Nestled between the bustling city center of Perth and the picturesque port city of Fremantle, Melville is renowned for its idyllic blend of urban amenities and natural beauty.

Catering to a diverse range of sporting and recreation activities, the City of Melville is home to 23 active reserves, 100+ passive reserves, and two leisure centers featuring indoor courts and 50m and 25m indoor heated pools.

A cloud-driven transformation

In 2023, the City of Melville embarked on a transformative journey towards a cloud-first approach as part of its digital evolution strategy. Recognizing the need to modernize and streamline operations, the city sought to reduce its IT footprint and enhance scalability and flexibility. By reducing its reliance on internal infrastructure, it was able to free up IT resources to support a more streamlined, paperless environment, allowing the team to focus more on innovation and expanding service provisioning.

With a rich two-decade-long history of using Infor Pathway, the City of Melville aimed to preserve its core capabilities and functionality, which worked well for the organization, but migrate to the cloud to capitalize on a more scalable, resilient, and flexible cloud architecture.

A smooth migration

"We successfully completed our migration to Pathway UX at the start of 2024," comments Clayton Gardner, Business Systems Coordinator, City of Melville. "Any change management program must prioritize buy-in from users, so we encouraged users to dedicate an hour each day to explore and familiarize themselves with the new interface to drive adoption. This discipline, combined with the knowledge, experience and support from across the Infor team, made for an incredibly successful project, with any hurdles navigated in a creative and pragmatic way."

The City of Melville's cloud strategy is underpinned by a data lake hosted by AWS (Amazon Web Services), and as part of the migration to Pathway UX, all data was incorporated into the data lake for consistency, integration, and agility in simplifying and expediting data flow.

Unlocking enhanced functionality

Now live, the City of Melville is reaping the benefits of Pathway UX, with much easier access to enhanced functionality. Maintenance costs associated with the internal servers have decreased, allowing internal IT resources to be redirected toward supporting users better and ensuring they get the most out of the system. Bi-monthly updates directly into the system ensure the local authority remains on the latest version, optimizing value and functionality.

Empowering residents, enhancing services

With the City of Melville's branding incorporated into the UX, the platform is now able to support a much slicker self-service model, which once live, will allow residents to book services online directly, simplifying processes and reducing administrative overhead. From online bookings for leisure facilities to real-time adjustments of banking details, this capability will simplify interactions while reducing administrative burdens throughout.

The authority also plans to leverage the API-led integration capabilities within Infor ION to ensure Pathway can seamlessly integrate with all other key systems. A comprehensive view across Pathway UX, FPOS, online bookings and CRM systems, will allow the City of Melville to gain invaluable Business Intelligence (BI) insights to drive informed decision making, planning and service improvements.

Towards a digital future

"Ultimately, the look and feel of the system is incredibly modern, and reflects the innovative, digital-led and future looking culture that the City of Melville is harnessing," Clayton Gardner continues.

"Infor has been a great partner throughout this migration. Not only has the team helped us to re-write processes in the background, but they have helped us to understand the scope and map out process efficiencies. The system now has so much potential for us to expand our self-service model to citizens. We are looking at ways in which it could be used for verification, and big events such as moving house.

"Migrating to Pathway UX, with Infor support and our AWS data lake in place, was seamless. Not only has it allowed us to maintain the functionality we love about the product, but we now benefit from a modern architecture and scale from which to future-proof our digital footprint,"

Clayton concludes. "We're looking forward to the next chapter in the City of Melville's journey—safe in the knowledge that we're working with Infor and AWS—partners that offer best-in-class software and services, but also the flexibility and scale to help us get closer to our customers and support our future development."

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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