

Toowoomba Regional Council (AU) expands Infor Pathway UX deployment

Migration to Pathway UX Debtors Module delivers improved reporting, reconciliation, and cashflow for Queensland-based local government authority



About Toowoomba

Queensland's largest inland city, Toowoomba retains country charm with a growing urban culture and street art scene. Famous for its iconic Carnival of Flowers Spring event and known as the Garden City, Toowoomba is home to hundreds of parks, and gardens. Whatever the time of year, visitors are treated to rolling plains, vibrant country towns, bright sunflower farms, and quaint hamlets.



Paving a digital path forward

Toowoomba Regional Council is a long-standing user of Infor Pathway UX, which represents the organization's core business management platform, and is used to support all key areas—from property and rates accounting to customer service and receipting. However, until recently, Toowoomba used a third-party system for management of its sundry debtors. Toowoomba Regional Council typically has around 2,300 debtors to manage at any one time.

Having undertaken a review of its systems, the council decided to migrate its sundry debtor management, which relied on several manual processes, to Infor Pathway UX Debtors. The decision was based on the integration benefits the council would stand to achieve, as well as its functionality, familiarity, and ease of use.



A smooth migration

“The migration to Pathway UX’s Debtor Module was incredibly smooth,” comments Shayne Morris, Principal Rates and Revenue, Toowoomba Regional Council. “Outstanding balances were migrated at invoice level, and as per their relevant age (current period, period one being 30 days; period two being 60 days; period three being 90 days; and period four being 120+ days) to instill rigor and continuity, and ensure no gaps in process flows.

“But most importantly, not only did we complete the deployment in a short timeframe of three months, but the project plan, methodology, and training ensured that it was seamless. The project came in under budget and ten days within our timeframe, which is largely the result of the incredible trust, respect, and relationship we have with the Infor team. Infor’s experience ensured the data migration was smooth and that the overall experience incredibly positive.”



Control and collaboration

Now live, Pathway UX Debtors provides the regional authority with greater control, and improved visibility of its sundry debtors. The process is much easier and more streamlined, and because it is fully integrated with all Pathway UX Modules, end of month processing, including the production of statements, is much faster.

“We really like the new look and feel of Pathway UX, and the familiarity in migrating to the Debtors Module has really expedited the overall value of the platform,” Shayne adds. “Through a combination of the knowledge we have internally from working with the system over a number of years, to the invaluable support we receive from Infor, we are able to continuously improve processes and solve problems. We have every confidence that the newly-integrated Debtors Module will enhance our potential in this area even further.”





Seamless integration, faster processing

The greatest value is evident in improved visibility, which will help the team underpin best practice, optimize cashflow and manage debtors much more effectively. This capability is possible because of improved functionality, around aging debts which supports rapid communications and remedial action.

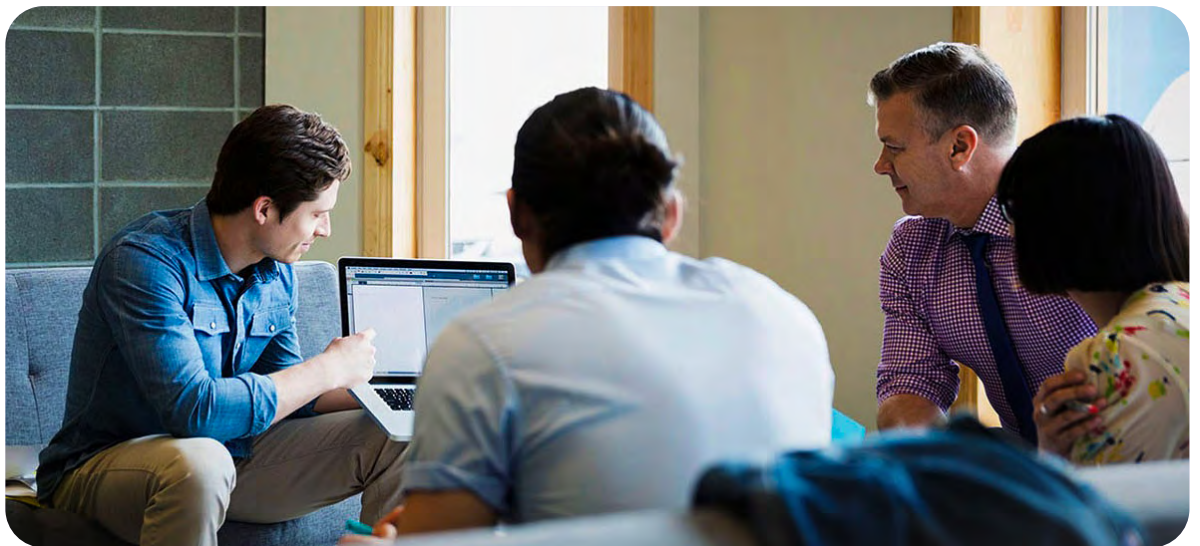
“Faster processing, and seamless integration with Pathway NAR, Receipting, Customer Request, Property Administration modules, as well as ePathway, means the council has much better visibility of property related debts, reconciliation, and therefore greater capacity for timely and appropriate debt collection,” Shayne continues. “We are able to issue overdue notices efficiently, and because the Debtors Module integrates with the Customer Request Module, we benefit from real-time analysis and have the very latest information from which to take action on.”



A consistent culture of best practice

With all revenue now managed via Infor Pathway, consistency is much improved, which has helped to improve culture. Accessing information is quick and simple, with enhanced reporting a huge benefit, particularly when it comes to planning. Management meetings are more productive as the information discussed is consistent and readily accessible, which supports timely decision-making.

“Testament to the success of the deployment and the value Pathway UX brings overall to Toowoomba Regional Council, is that we have recently been nominated for an award for our real estate portal. The portal allows real estate agents and solicitors to look up the cost of rates, charges, and other property information, freeing up time and expediting information access, and it is thanks to Pathway UX, that we’re able to deliver this kind of service.”





Toward a digital future

“Migrating to Pathway UX Debtors Module, with Infor support really was seamless. Not only has it allowed us to gain much greater functionality in the way in which we manage sundry debtors, but the integration with all other areas facilitates the consistency and collaboration from which to optimize efficiencies and enhance our communications,”

“Looking ahead, we’re looking forward to deploying Pathway UX’s payment gateway to expedite reconciliation of debtors and drive greater automation throughout our processes. Linked to FPOS and POS, this will allow us to validate payments on a single screen.

“Ultimately Pathway UX is a highly superior system, and Infor has been a great partner throughout this migration. We’re looking forward to leveraging it further in the coming years to build on our best practice ethos and extend our service to customers with Infor’s team supporting us at each and every step.”



About Infor

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