

Cloud-first powers new ways of working

How the City of Greater Bendigo modernizes local service delivery with Infor



Overview

City of Greater Bendigo delivers service excellence with Infor

The City of Greater Bendigo is a local government authority located in Victoria, Australia. Responsible for delivering essential public sector services and community programs, the council manages a diverse and growing regional community. To support open and transparent service delivery, the council employs approximately 1,000 people dedicated to improving the quality of life for its residents, students, and visitors.



Challenge

Consolidate a legacy on-premises technology stack impacted by technical debt, evolving cyber requirements, and siloed applications.



Infor solution

A council-wide upgrade to the cloud with Infor OS and adoption of Infor Pathway.



Outcome

By pairing Infor's cloud platform with strong internal delivery, the city modernized mobile workflows, built a scalable integration capability, reduced its on-premises footprint, and strengthened confidence in IT.



"The perception of IT was often that we were the "Department of No". Successfully modernizing Infor Pathway has helped change that perception and strengthened confidence in the technology team."

Michael Abbott

Coordinator IT Business Systems & Innovation
City of Greater Bendigo

Challenge

Fragmented architecture and tech debt hold back local service delivery

Like many of Australia's regional authorities, the City of Greater Bendigo faces geographical challenges. The council must deliver services to both a bustling urban hub and distant rural communities across a region covering 3,000 square kilometers.

Technology can help. Bendigo wants to digitize many citizen services and workflows. It also wants to enable a mobile workforce. To do so, it is rethinking the way the information technology (IT) function is procured, managed, and delivered.

Central to this is one of the council's core enterprise platforms. For over two decades, Bendigo had relied on an on-premises deployment of Infor™ Pathway to manage its core property, revenue, and regulatory functions. Over time, the system fell behind multiple releases, creating a highly fractured user landscape. Employees were hampered in their daily operations by having to work across mismatched interfaces. As a result, business areas increasingly sought localized workarounds, highlighting the need for a more consistent, trusted, and integrated enterprise platform.



"Infor not only provides the city with a critical council solution that works, but more importantly, it is proving to be an integral collaborative and strategic partner."

Michael Abbott

Coordinator IT Business Systems & Innovation
City of Greater Bendigo



Infor solution

Fixing the foundations with a modern, integrated cloud strategy

To overcome these challenges, the council's IT leadership team established a program of work to address foundational technology challenges. After pressure-testing the software market, Bendigo rejected multi-system overhauls in favor of a specialized, best-of-fit architectural philosophy. This approach focused on matching top-tier, domain-specific systems with deep internal integration capabilities.

As part of this strategy, the council transitioned key business-critical applications into secure Software as a Service (SaaS) cloud environments, including the adoption of the modern Infor Pathway.

Working in partnership with Infor's dedicated account and project management teams, Bendigo successfully executed a structured, multi-phase migration. The program combined Infor's platform expertise with significant internal effort across project delivery, stakeholder engagement, business process improvement, user training, and solution integration.

To smooth the cultural transition for a change-averse workforce, the council built a comprehensive internal SharePoint training repository populated with localized resources and user videos created by internal subject matter experts. At the same time, the council used Infor Operating Service (OS) to migrate legacy on-premises integrations to a stable cloud middleware layer.



"Our ways of working have changed completely. Staff can securely access the systems and information they need from approved devices, whether they are in the office or working in the field."

Michael Abbott

Coordinator IT Business Systems & Innovation
City of Greater Bendigo



Outcome

Driving agility, mobility, and internal IT credibility



Rapid optimization and server reduction

By shifting key business-critical systems into managed cloud environments, Bendigo was able to decommission 17 on-premises servers. This significantly reduced the council's hardware footprint while insulating the authority from rising on-premises virtualization software licensing costs.



Modern integration capability

Leveraging Infor OS and contemporary Infor RESTful APIs, the council successfully developed its internal integration capability, enabling the in-house IT team to build, manage, and scale its own custom integrations. The council currently runs a highly stable register of approximately 75 active system integrations flowing seamlessly through Infor Intelligent Open Network (ION).



True workforce mobility

The single, unified Infor Pathway, paired with a global client virtual private network (VPN) rollout, transforms council operations. Staff can securely interact with real-time data directly from field locations using phones or tablets, radically changing the speed of service delivery.



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.

[infor.com](https://www.infor.com)

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