

PUBLIC SECTOR

Infor Pathway

Do business better

As a decision-maker in local government, your top priority is finding a way to deliver efficient and cost-effective customer service. While the overriding business objective is easy to grasp, implementing the individual processes that add up to high-quality customer service in your local authority can be a real challenge. From achieving quality and cost effectiveness in day-to-day customer-facing services to less visible activities like revenue management, legislative compliance and the development of long-term programs for community sustainability, you've got your hands full. At Infor™, we understand that every local authority must maintain efficient processes. We also understand that the software your organization uses plays a critical role in determining how well you meet your core goal of top-rated customer service. To meet your need for delivering excellent customer service, Infor has developed Infor Pathway.

Leverage experience

With Infor Pathway, you get a modern, web-enabled solution that's been developed to meet the specific requirements of local authorities in Australia and New Zealand. Developed by industry experts, many with more than 20 years experience serving the enterprise software needs of local government, Infor Pathway delivers the comprehensive functionality that councils and other local authorities need to meet their customer-service objectives. You get capabilities to improve the efficiency of your business processes, including people management, land and property management, revenue management, and regulatory management.

Infor Pathway makes it easy for your organization to incorporate new capabilities as your business needs dictate.

Get business specific

You need a flexible, easy-to-use solution that meets your current and future software requirements in ways that help control costs. With Infor Pathway, you get that, plus a modular solution that makes it easy for your organization to incorporate new capabilities as business needs dictate. You can also use it with a wide range of hardware and databases.

Take advantage of Infor Pathway's familiar and intuitive user interface, which was developed using the Microsoft®.NET framework. The solution also supports hand-held devices and wireless mobility to help improve the productivity of your field workers and streamline processes.

Infor Pathway delivers a comprehensive offering of fully integrated functionality for managing local government-related business processes, including:

Customer service and people management

Infor Pathway features several modules designed specifically to improve service delivery to customers. These include:

- **Central name/Address register:** Capabilities to maintain a central registry of names and addresses, which helps you avoid inefficient and error-prone duplication of data and promotes a 360° view of the customer.
- **Customer request management:** Featuring powerful search capabilities and intuitive data entry and management functions so customer service representatives can deliver efficient and effective services that comply with established policies. The solution also provides capabilities to track and monitor customer request activities.
- **Bookings management:** Manages the entry and control of details related to the hiring of venues such as halls and recreation parks, including online availability searches and payments.
- **Registers:** Provides the ability to record, maintain, and report on additional information that may not be configured by default within standard Infor Pathway modules.

Property management

For many local authorities, land and property management is an integral business and legislative responsibility. Infor Pathway addresses this critical business requirement with a wide range of capabilities including:

- **Property administration:** Property administration provides local authorities with a powerful toolset for the creation, maintenance, and secure management of property. Infor Pathway's integrated architecture ensures that land and property information is available to all modules, and is augmented through a rich spatial systems interface.
- **Animal registration:** Captures relevant animal information such as breed, sex, and class. The module also manages the annual renewal processing and integrates with regulatory and customer service modules.
- **Electoral roll:** The electoral roll functionality supports the electoral roll management requirements of South Australia, Western Australia, and Victoria. Electoral rolls are integrated into the property names database to streamline processes at the local government level, in addition to complementing relevant state level electoral rolls.
- **National Property Database (NPD):** Infor Pathway functionality streamlines the recording and management of National Property Database (NPD) information for New Zealand councils.



Revenue management

To meet the need for fiscal prudence, Infor Pathway delivers well-developed capabilities to ensure a local authority's budgeting, accounting, and spending activities help to control costs. Key capabilities include:

- **Rates accounting:** This module is the premier toolset for the administration of council rates in Australasia. Integrated with valuations and property, as well as revenue modules and general ledger (G/L). Pathway's rates accounting capabilities provide highly configurable charging and billing, debt recovery, multiple payment and installment systems, and interfaces with state and federal government agencies.
- **Valuations and mass appraisals:** General and specific valuations modules allow valuers and property professionals to capture attribute data and generate valuations for rating purposes as well as importing valuations from central authorities where appropriate.
- **Accounts receivable:** capabilities to help local authorities manage services billing and manage debt collections effectively.
- **Water billing:** This fully functional water billing module for local government includes with capabilities for meter readings, billing, payments processing, and enquiries. The module incorporates the use of hand-held meter-reader devices to streamline the water billing process.
- **Liquid trade waste:** This module supports hand-held meter reading and allows flexible, general, and industry-specific charging and billing options, including integration with water billing and the other Pathway revenue modules.
- **Income/receipting:** This fully functional income/receipting module for local authorities that includes capabilities to generate receipts for all monies received (either directly or through banks and credit agencies), direct debiting, and full audit control of all transactions.

- **Refunds:** Integration with billing modules and general ledger interface ensures accuracy and audit control. In addition, the Pathway refunds module can be interfaced with external accounts payable systems.
- **General ledger interface:** This module interfaces to various financial systems via a configurable import/export function. With the Infor Pathway general ledger interface, you can easily refresh account information, perform full validation of accounting entries, and export all ledger transactions on a regular basis.

Regulatory management

For local authorities, ensuring that local regulatory requirements are met can be a complex undertaking. Because Infor Pathway is functionally rich, it provides a comprehensive range of workflow-driven modules, including:

- **Applications:** A powerful, configurable toolset for the processing, billing, monitoring, and administering planning, building, and subdivision applications/consents.
- **Licensing:** Provides advanced capabilities for processing, renewing, billing, monitoring, and administration of user-defined licenses, including food and health. Strong workflow capabilities include proactive task management and staff reminders.
- **Compliance and enforcement:** Offers an advanced, end-to-end process management solution for ensuring compliance and enforcement of municipal this module and prosecutions. In conjunction with other integrated Infor Pathway modules, infringements helps field officers and administrative staff capture and process information through a range of easy-to-use data entry, maintenance, and enquiry tools.
- **Inspections:** Manages the creation, maintenance, reporting, and monitoring of statutory compliance requirements associated with applications, licensing, property administration, customer requests, trade waste, and registers modules.

Systems administration

The efficiency of a local authority's employees is a key element in providing customer service excellence. With Infor Pathway, you get features that improve the efficiency of employees and managers. Key capabilities include:

- **Workflow:** Lets users group tasks under a work procedure, incorporating features such as tasks, questionnaires, branching, and reminders. With workflow capabilities, you can invoke default procedures for an application type, license type, request type, booking, transfer of ownership or property division process, enhancing the timeliness and repeatable quality of an authority's business processes.
- **Reporting:** Leverages the data in the Infor Pathway solution to populate reports for a local authority's core business processes, including standard reports and user-defined reports.
- **Query:** Allows a search and selection process to be performed on all key data held in the system. Query results can be stored and re-used to drive downstream processes and reports. Batch processing functionality can be used to run a query and create a query extract file.
- **Informart datamart:** Simplified reporting data marts provide access to Infor Pathway's rich database content without the need for specialized technical knowledge or data administration skills.
- **Pathway responsibility system:** Lets you define all users, and their associated security level, and controls their Pathway access privileges.
- **Menu:** Delivers all available functions through one configurable menu structure.
- **Online help:** Provides users with access to help information from any screen, at any time. Help is available at four levels—field, form, user-defined, and general.
- **Audit:** Allows a local authority to control which information is subject to system monitoring and reporting. All standard fields can be audited, or none, depending on site requirements. Standard audit reports are available as are configurable purging options.

MyPathway

This specific functionality for the Smart Client allows users to define and place charts on the Dashboard, providing KPI reporting. The data source for these charts is the live Pathway database via the enhanced Pathway Query Engine. A Pathway user can interact with the charts that appear on the Dashboard using tool tips to discover record counts and percentages and to drill down to the underlying Pathway forms to take action. The user can copy all charts to the clipboard as images for pasting into external applications. In addition, the underlying data for pie charts can be copied to the clipboard for pasting into external applications as textual data.

Infor Pathway helps improve the efficiency of local authority business processes, including people management, land and property management, revenue management, and regulatory management.

Internet-enabled customer self-service

Infor Pathway also includes Infor ePathway, an Internet-enabled customer self-service interface. Infor ePathway enhances a local authority's customer service capabilities by allowing customers to request or submit information or conduct local government business online at their own convenience, not just when the civic offices are open.

Infor ePathway is fully integrated with Infor Pathway back-office capabilities to provide robust and effective eBusiness support for business customers and constituents, as well as, broad industry integration so that local authorities can meet statutory obligations and compliance targets.

Featuring capabilities to address every IT requirement of a local government entity, Infor Pathway can help your council or other local authority dramatically improve its delivery of services. Infor Pathway is a cornerstone application for local authorities throughout Australia and New Zealand, delivering a wide range of tangible business benefits.

Smart Mobile Computing

As phones get smarter, you can too. The availability of inexpensive, yet powerful smart phones, the proliferation of mobile application marketplaces, social networking and consumer-oriented location based systems have converged to create a highly empowered community. "Crowd-sourcing" has come to Local Government.

Infor Pathway Smart Mobile focuses on mobility-enablement for your staff with subsequent releases offering simple, easy access to Pathway-managed processes for your councillors and constituents.

Mobile Applications Include:

- Inspections i.e. Building, Licensing, Customer Requests
- Animal Enquiry
- Customer Service for Council Staff i.e. graffiti, pot holes
- Customer Service for Public Use "CityWatch"

See results now

Infor Pathway delivers a host of benefits, including:

- Increased employee satisfaction.
- Reduced cost of IT ownership
- 24-hour customer access to relevant data and processes
- Lower operational costs through consolidation and rationalization of applications
- Better decision-making due to improved information flow
- More efficient response to security and regulatory requirements
- More effective collaboration
- Accurate and easy reporting
- Improved compliance with local policy and compliance guidelines Adaptive IT capabilities to meet changing legislative requirements



About Infor

Infor builds business software for specific industries in the cloud. With 15,000 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit www.infor.com.

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