



Infor Pathway – Infor Public Sector User Forum Conference 2025

Darrell Smith

VP & General Manager Pathway – Infor Compass

August 2025



INFOR PATHWAY

Vision

More Than Software. A Strategic Partner

Excelling at needs of a **complete Local Government Solution**

LOCAL GOVERNMENT

To provide the best solution so our customers can generate revenue efficiently and sustainably deliver outstanding service to their communities by embracing our experience and knowledge to progress their strategic directions.



“We successfully completed our migration to Pathway UX SaaS at the start of 2024, 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. ”

Clayton Gardner

Business Systems Coordinator – City of Melville



4+ Year on Year
Growth



90% Revenue
Reinvestment



70% Customers
transitioning to
Pathway UX



80% Customers on
a SaaS
Journey

Since we last spoke.....



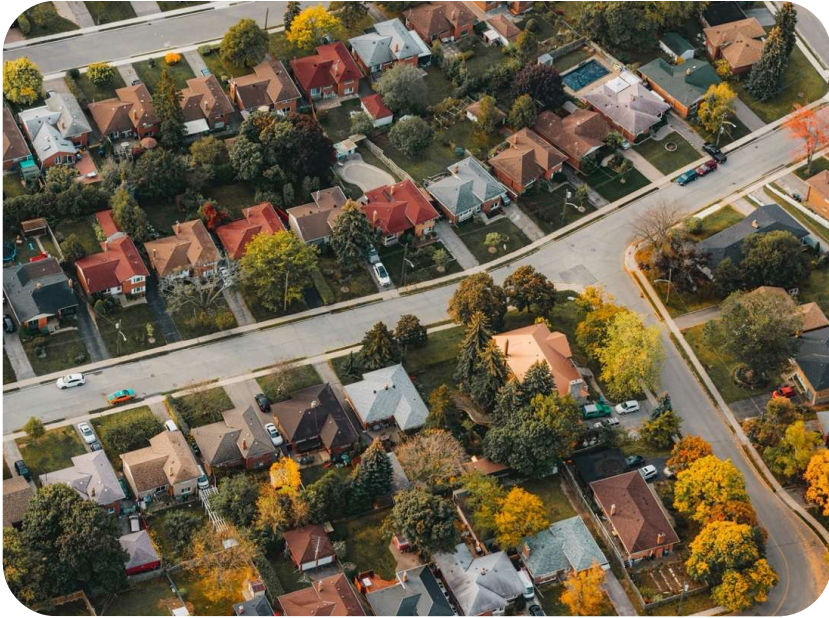
GREATER
SHEPPARTON

BELMONT
CITY OF OPPORTUNITY





Run your business, not your technology



Investment

- People – additional staff
- Infor Technology & System Integrator Partnerships
- Customers – collaboration on direction and strategy, improving engagement model

Infor Pathway New Team members



Angela Naylor



Kate Howard



Cliff Combes



Johan Agardh



Mark Smith



Andrew Britton



Adam Davis



Steve Carter



Trigona Lohmann



Krishan Reddy



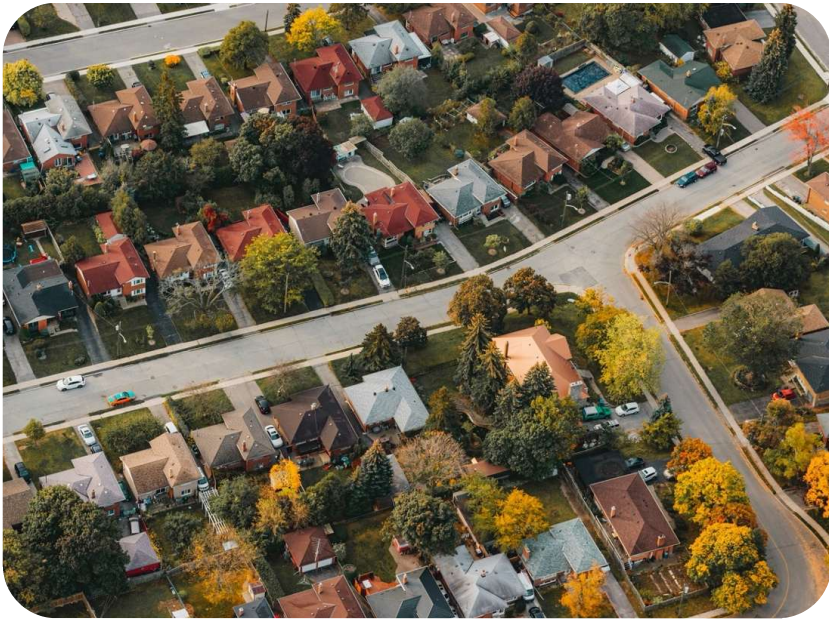
Diego Unzaga



Tony Cave

Re-established Manila Team

Run your business, not your technology



Investment

- People – additional staff
- Infor Technology & System Integrator Partnerships
- Customers – collaboration on direction and strategy, improving engagement model

Run your business, not your technology



infor



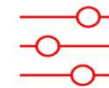
Product

- SaaS Product – customer & business benefits
- UX roll-out/stabilisation
- Pathway NextGen (more to come)

Run your business, not your technology



infor



Integration

- Delivery & Integration Partners
- Customer Relationship Management

We achieve our vision by...



Excelling at needs of a **complete Local Government Solution**



Connecting **end-to-end employee operations** as one platform for innovation and intelligence

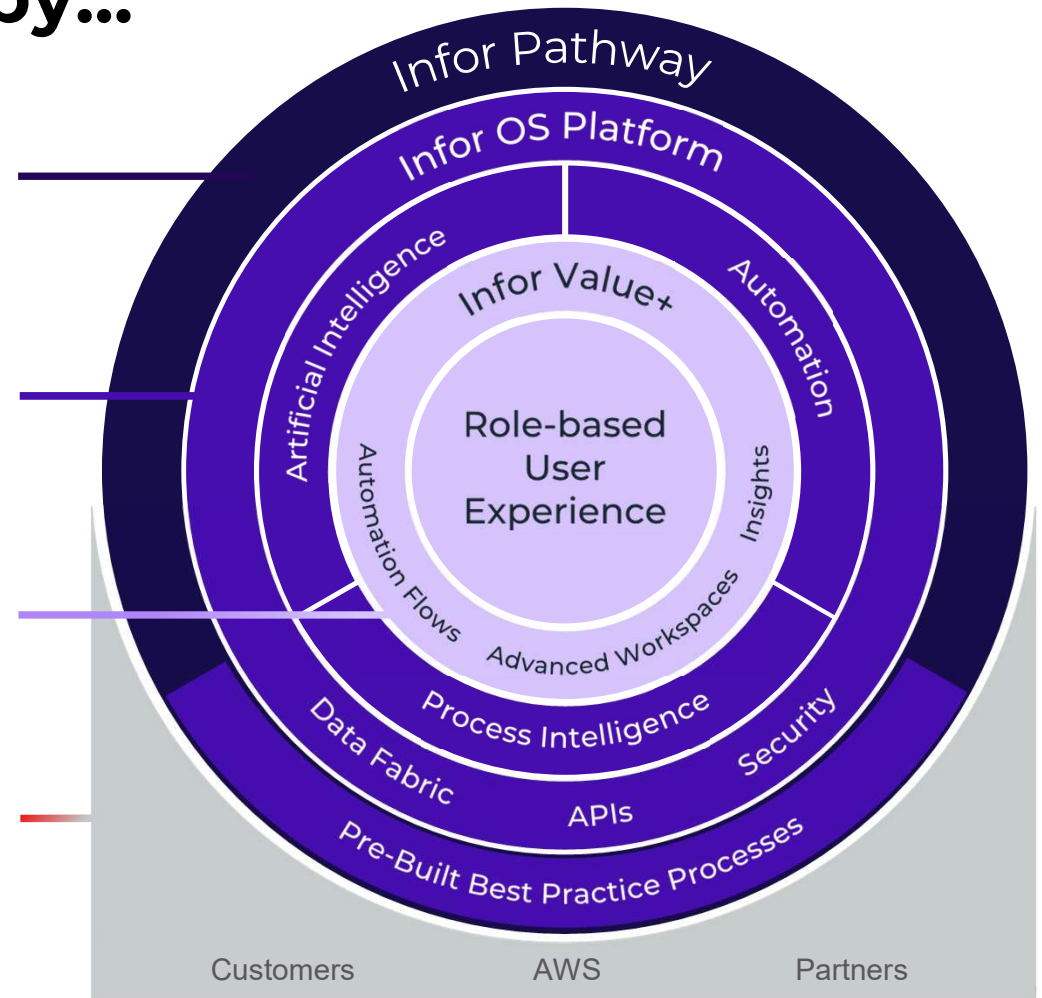


Reducing complexity with automation + hyper-productive **experiences**



Creating a platform ecosystem based on **cloud excellence and mutual benefit**

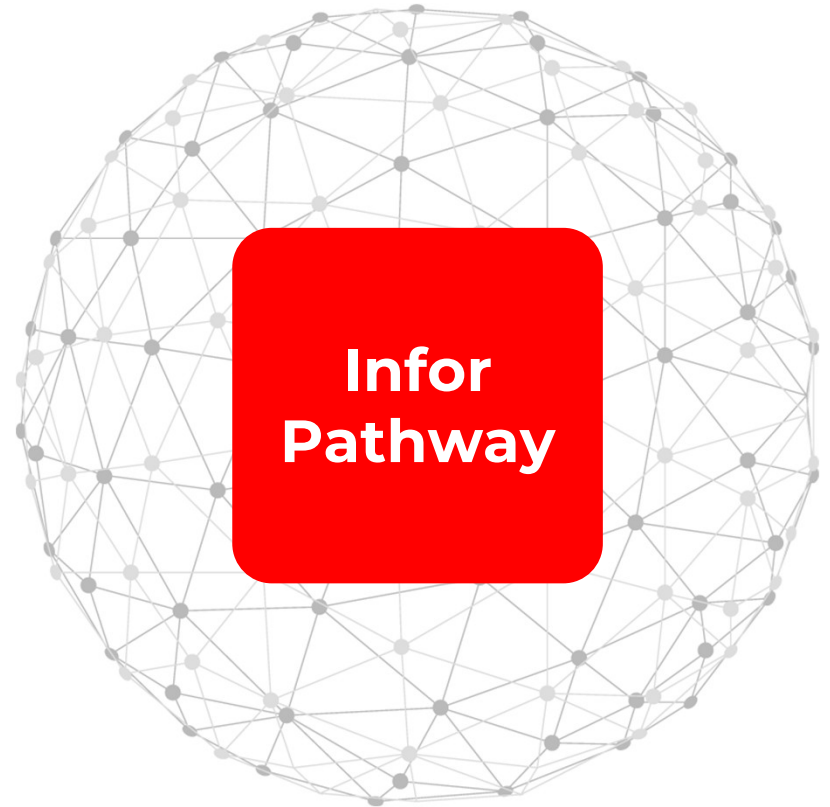
infor



Make trusted decisions, faster

When the right person gets the right data at the right time, backlogs shrink and approvals speed up.

Accelerate time to value by **turning insights into action** sooner.





Pathway Local Government

Pathway Strategic Roadmap

Background, benefits, plans

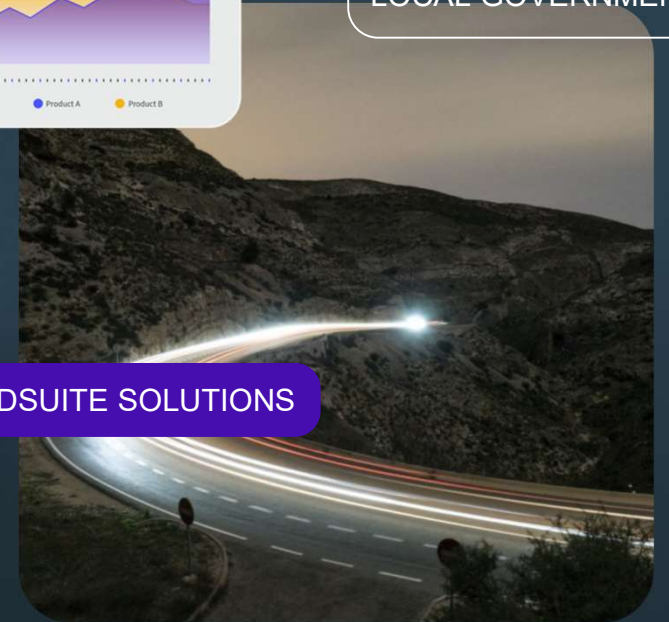
Mick O'Malley
Product Manager - Pathway

Copyright © 2025. Infor. All Rights Reserved. infor.com



LOCAL GOVERNMENT

CLOUDSUITE SOLUTIONS



Strategic Roadmap – what, why and how

1

Leveraging Infor OS

Moving Pathway to a cloud deployment is not just an “application upgrade” – it is pivoting to an innovation platform future

2

Interoperability Upgrade

Pathway’s integration tooling advances again with the delivery of a REST API

3

All about the data

Artificial intelligence, process automation, analytics and advanced reporting all rely on secure data management

4

Pathway & “big ticket” items

Major changes in financial markets will require new services in Pathway
Major changes predicted in blockchain and e-Invoicing

5

What’s coming

Overview of solution developments and new product features, and provide an overview of research projects

6

Blending product & platform

Product demonstration - Infor OS is not just a “tech stack”, it provides an advanced user portal and workspace capability – including Pathway

Leveraging Infor OS

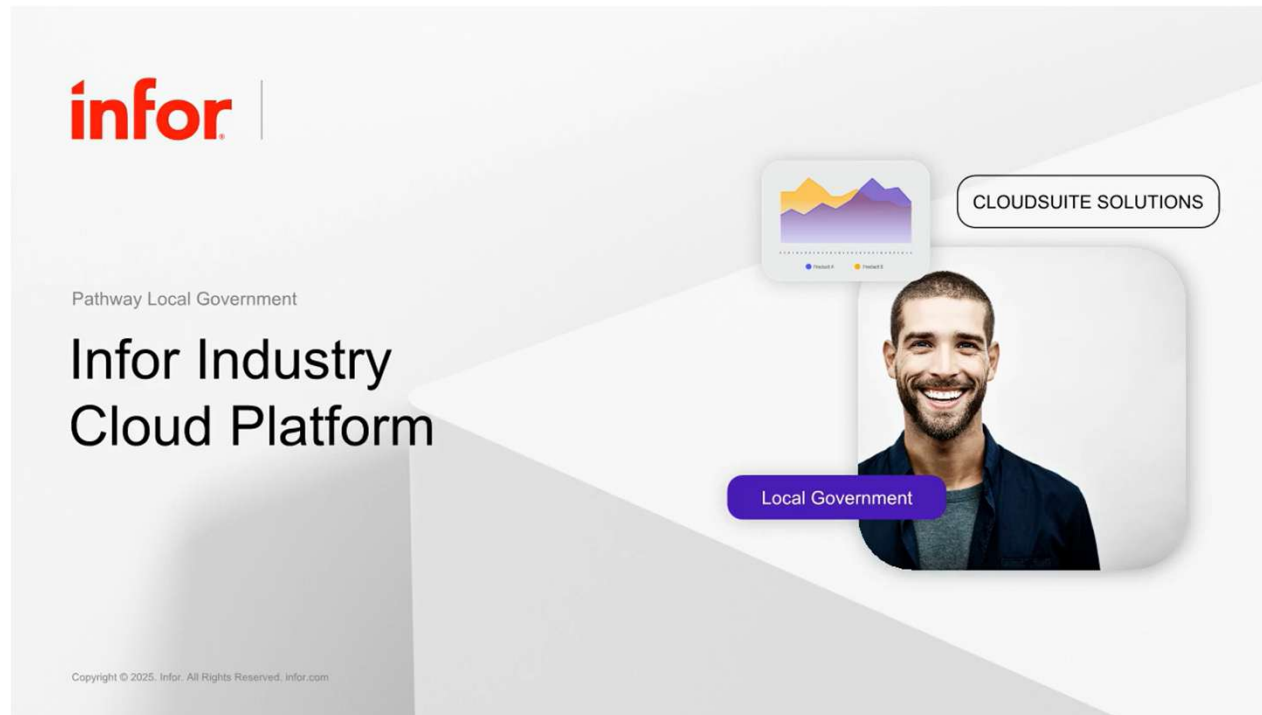
Begin by defining terms – when we refer to Infor Operating Services, what do we mean?

De-mystify the componentry and capabilities of the overall platform

Illustrate the scope of the operations of the Pathway “NextGen” team in Manila

So....what is the in the Infor Operating Services (Infor OS) platform?

Leveraging Infor OS



The advertisement features the Infor logo in red at the top left. Below it, the text "Pathway Local Government" is displayed. The main headline reads "Infor Industry Cloud Platform". On the right side, there is a graphic of a smiling man with a beard, wearing a dark blue shirt. Above him is a small icon of a mountain range with a yellow and purple color scheme. To the right of the man is a rounded rectangular box containing the text "CLOUDSUITE SOLUTIONS". Below the man's image is a purple rounded rectangular box with the text "Local Government". At the bottom left, there is a small copyright notice: "Copyright © 2025. Infor. All Rights Reserved. infor.com".

infor

Pathway Local Government

Infor Industry Cloud Platform

CLOUDSUITE SOLUTIONS

Local Government

Copyright © 2025. Infor. All Rights Reserved. infor.com

Interoperability upgrade

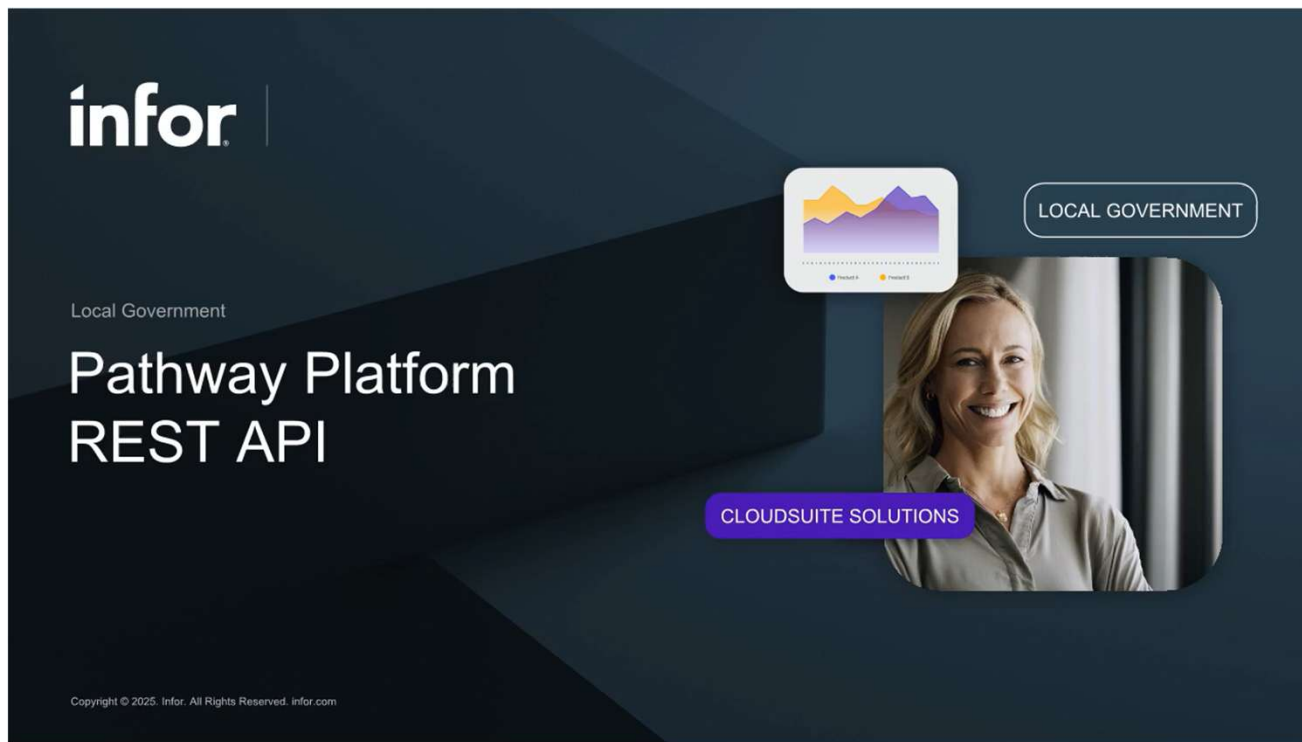
Pathway has supported 140+ web service methods in its SOAP/XML external web service

In conjunction with Pathway release 2025.04 (Dec 5th), this will be augmented by industry-standard **REST API**

Infor OS-friendly, compatible with adopted standards of the internet and external vendors (eg GIS, EDMS, financials, industry platforms etc), with full industry standard Swagger documentation

What does the REST API provide councils and partners?

Interoperability upgrade



The graphic features a dark blue background with geometric shapes. In the top left is the 'infor' logo. Below it, the text 'Local Government' is followed by 'Pathway Platform REST API' in large white font. On the right, there is a rounded rectangle containing a photo of a smiling woman. Above the photo is a small icon of a mountain range with a legend for 'Product A' and 'Product B'. To the right of the photo is a white button labeled 'LOCAL GOVERNMENT'. Below the photo is a purple button labeled 'CLOUDSUITE SOLUTIONS'. At the bottom left, small text reads 'Copyright © 2025. Infor. All Rights Reserved. infor.com'.

infor

Local Government

Pathway Platform REST API

LOCAL GOVERNMENT

CLOUDSUITE SOLUTIONS

Copyright © 2025. Infor. All Rights Reserved. infor.com

All about the data

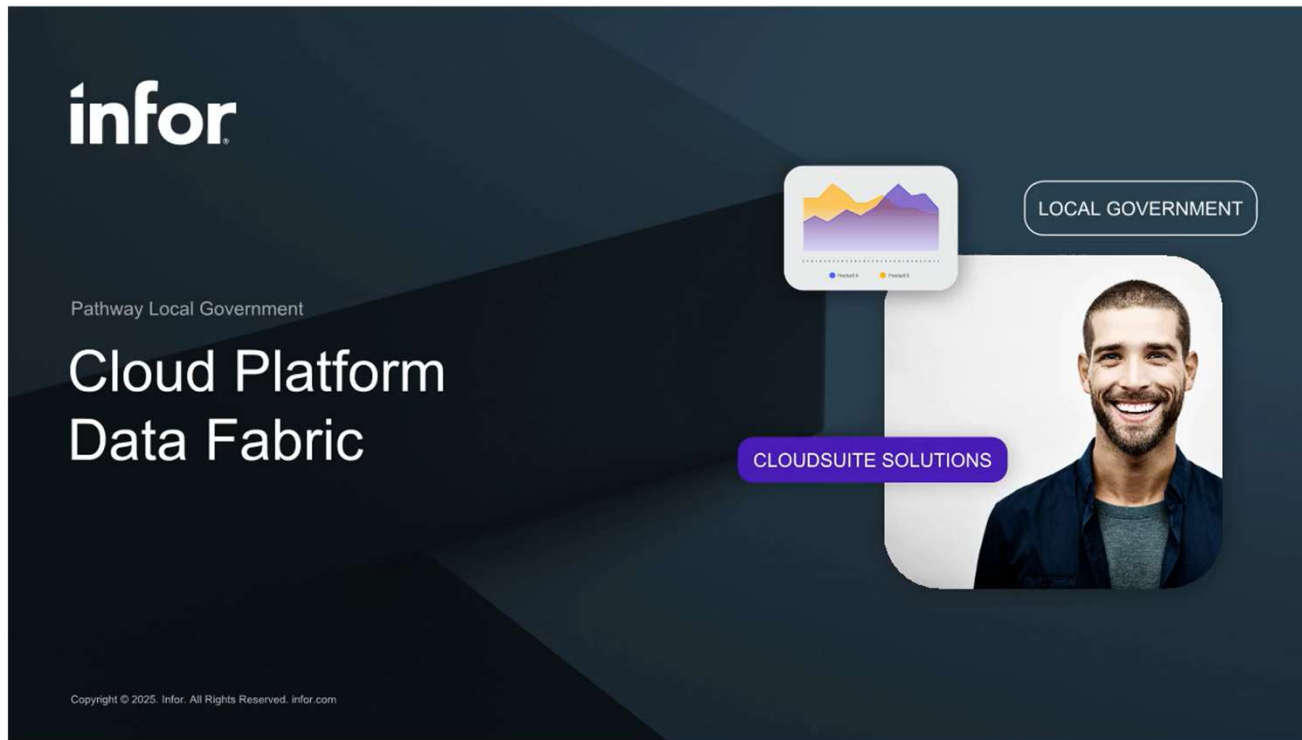
Classic solution questions:

- How do we support cross-product business processes?
- How do we handle aggregation of data (from multiple sources)?
- How does council handle multiple – and emerging – data types and models (eg streaming)?
- What is the future of reporting and analytics?

These and many other requirements have driven the Pathway strategic roadmap to incorporate core initiatives around **Infor Data Fabric**. You may be familiar with the Infor OS component “Data Lake”, but, there’s a lot more available.....and you have entitlement and access through your Pathway SaaS licensing

Let’s look at what Data Fabric enables for the platform solution.

All about the data



The graphic features a dark blue background with a white Infor logo in the top left. Below the logo, the text "Pathway Local Government" is displayed in a small font, followed by "Cloud Platform" and "Data Fabric" in large, bold white letters. On the right side, there is a white rounded rectangle containing a smiling man's portrait. Above the portrait is a small white box with a colorful line chart and the labels "Product A" and "Product B". To the right of the portrait is a white rounded rectangle with the text "LOCAL GOVERNMENT". Below the portrait is a purple rounded rectangle with the text "CLOUDSUITE SOLUTIONS". At the bottom left, there is a small copyright notice: "Copyright © 2025. Infor. All Rights Reserved. infor.com".

infor

Pathway Local Government

**Cloud Platform
Data Fabric**

LOCAL GOVERNMENT

CLOUDSUITE SOLUTIONS

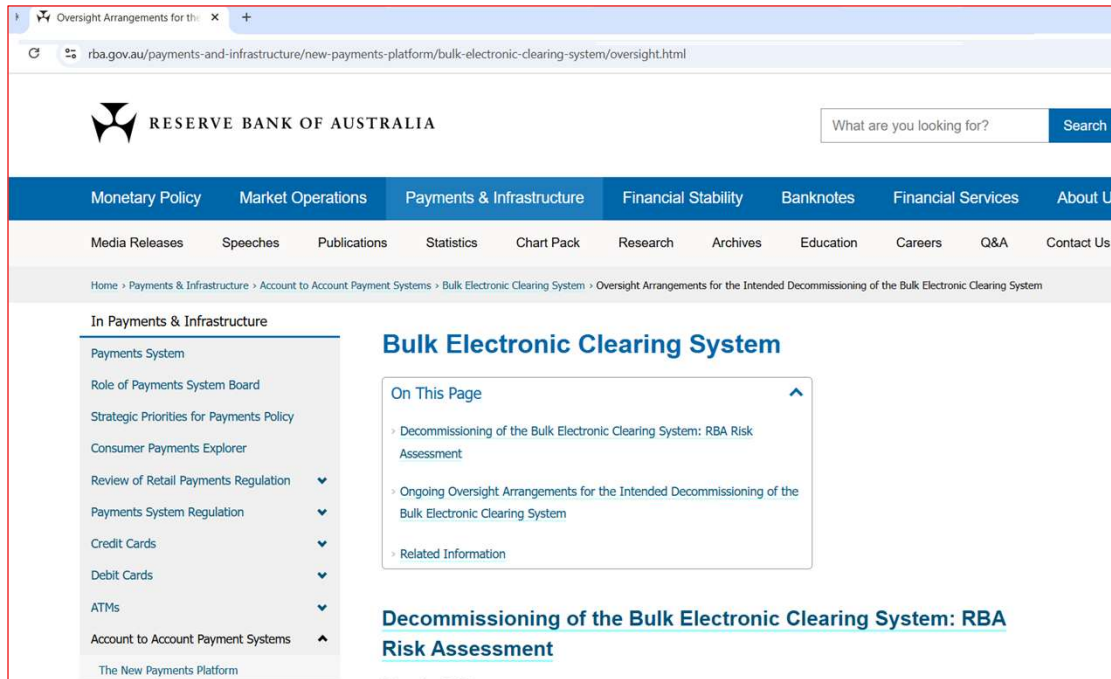
Copyright © 2025. Infor. All Rights Reserved. infor.com

Pathway and “big ticket” changes

2030 is going to be a “big year”

Australian Federal Treasury has announced:

- BECS is being deprecated – deadline is 2030



The screenshot shows the Reserve Bank of Australia (RBA) website. The browser address bar displays the URL: rba.gov.au/payments-and-infrastructure/new-payments-platform/bulk-electronic-clearing-system/oversight.html. The RBA logo and name are at the top left, and a search bar is at the top right. A navigation menu is below the header, with 'Payments & Infrastructure' selected. A secondary menu lists various topics, including 'Media Releases', 'Speeches', 'Publications', 'Statistics', 'Chart Pack', 'Research', 'Archives', 'Education', 'Careers', 'Q&A', and 'Contact Us'. A breadcrumb trail shows the path: Home > Payments & Infrastructure > Account to Account Payment Systems > Bulk Electronic Clearing System > Oversight Arrangements for the Intended Decommissioning of the Bulk Electronic Clearing System. The main content area is titled 'Bulk Electronic Clearing System' and includes a 'On This Page' section with links to 'Decommissioning of the Bulk Electronic Clearing System: RBA Risk Assessment', 'Ongoing Oversight Arrangements for the Intended Decommissioning of the Bulk Electronic Clearing System', and 'Related Information'. The 'Decommissioning of the Bulk Electronic Clearing System: RBA Risk Assessment' link is highlighted. A left sidebar lists 'In Payments & Infrastructure' topics, with 'Account to Account Payment Systems' expanded.

Pathway and “big ticket” changes

2030 is going to be a “big year”

Australian Federal Treasury has announced:

- BECS is being deprecated – deadline is 2030
- BECS - Bulk Electronic Clearing System payments, is a method of electronic funds transfer used in Australia for direct debit and direct credit transactions.
- These payments are processed through a system administered by the Australian Payments Network (AusPayNet). BECS facilitates the exchange and settlement of bulk electronic transactions, commonly used for recurring payments like utility bills or rates payments or employee wages etc
- In the post-BECS future, data exchanges and transactions (settlements) will be handled digitally & **in real time**
 - Pay “at bank” – direct bank account to bank account payments
 - Transient and permanent Paylds
 - Payments API – credit funds via API call

Pathway and “big ticket” changes

So what does this mean?

- Engagement with industry has now started
- Significant changes to direct debit & payment arrangements processing, no more dishonours
- Merchants no longer custodians of agreements – they will be registered in third party (TBD)
- Major reliance on accurate Payld variants
 - ABN
 - Mobile number
 - Email address

Therefore, from a roadmap perspective, **it is timely that Pathway will support:**

- 2026.01 – online validation of email address and mobile phone (communication types)
- 2026.01 & 02 – online validation of multiple information types (ABN, ACN)

Note: These changes also re-emphasize importance of generic payment gateway – current research project

Pathway and “big ticket” changes

2030 is going to be a “big year”

In the last week, USA Treasury has announced:

- Major “crypto currency” bill introduced (168 page declaration of USA intention to pivot to new models)
- >\$600 billion in real world assets moving “on-chain” by 2030....and that is a MAJOR underestimate
- More likely ***“\$120 trillion in real estate, \$100 trillion in equities, \$13 trillion in treasuries, and \$12 trillion in gold. Everything with value is about to become programmable, fractional, and tradable 24/7”***
- If the USA sneezes, ANZ gets a cold

Infor Operating Services will become vital in transitioning to “tokenised transactions”

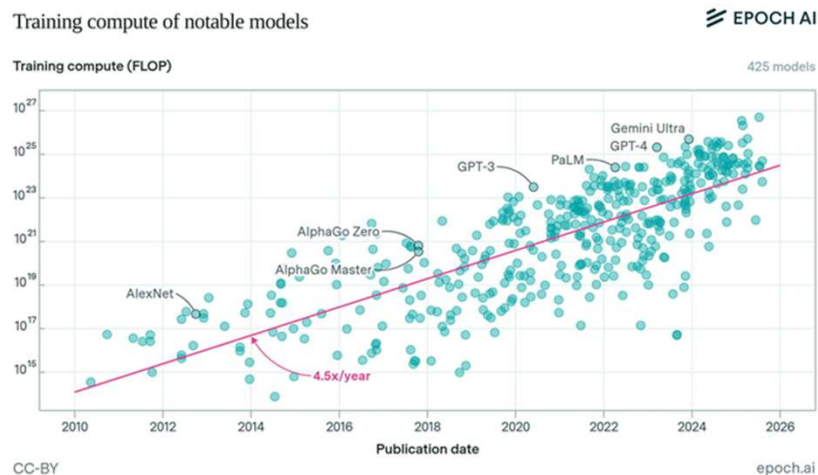
- Infor OS localisation engine (facilitating blockchain, eInvoicing (PEPPOL) & other platform integrations)
- Orchestrated APIs, blockchain enablement (major changes to regulatory environments – smart contracts)

Much more to “play out” – eg how will AI fit into the coming changes to BECS and real time digital settlements?

What else is coming?

Quick question – what is the “P” in ChatGPT?

Training Compute of Notable AI Models Has Been Doubling Every 6 Months



We're experiencing one of the greatest commercial technology arms races in human history, with **over \$1 billion being invested per day**.

In the western hemisphere, five companies (Google, OpenAI, xAI, Meta, and Anthropic) are reshaping civilization in real-time.

“Frontier” AI companies are head-to-head, jockeying for the lead on a weekly basis. Gemini 2.5 > Grok 4 > GPT-5 > Grok 4.2 > Gemini 3.0

Elon - xAI's goal is to reach 50 million units of H100*-equivalent AI compute online by ~2030. *H100 = NVIDIA Hopper 80B transistor

Sam Altman's - OpenAI expects to have well over 1 million GPUs online by end of 2025, with a longer-term ambition of 100 million AI GPUs, at an estimated cost of \$3 trillion.

Zuckerberg – Meta - new Superintelligence team, with plans to build a Manhattan-sized datacentre

What else is coming?

- Bottom line is the speed of AI adoption is increasing, both in terms of scope and power
- Infor has developed its own AI platform for generative and agentic AI use cases
- Infor has implemented its own GenAI platform in its own business processes....and this will increase
- The adoption of Infor OS – and in particular Data Fabric – is designed to enable Pathway to leverage the GenAI platform (along with Coleman DA – demo to be provided) to:
 - Dynamically monitor processes and provide data driven insights
 - Monitor environment health – proactive administrator alerts
 - Provide AI-enabled augmentation of
 - Pathway running in Infor OS
 - Platform processing

Pathway Manila team focused specifically on Infor OS adoption projects – including AI use cases

What else is coming?

“Pathway External Rules” engine - auto-provisioning of workflow based on external data (eg spatial planning data)

Standardisation of ePathway-EDMS integration

- ePathway Listviewer, ePathway DocumentViewer

Support for archive integration (GENCON SDK updated as of 2025.03)

- Phase 1 of “multi-repository integration”, future phases to enable new use cases (eg mailing house integration)

Case Management (new cross-module capability for Pathway)

- Use case – FOI, Use case – Legal Brief (Court processing)
- Use case – emergency management (augmenting standard CrisisWorks integration)
- Use case – collaborative artefact compilations (eg NZ LIM production)
- Use case – DBYD requests (dial before you dig)
- Other use cases – emphasis on cross-module, multi-product, multi-process requirements

What else is coming?

Process Automation

- Monitoring of mailboxes – with actions and reporting
- Monitoring data states – with prompts and automation of responses
- Process mapping with tolerance-based automation configuration
- Enables multi-stage Pathway processes to execute and have outcomes determine ongoing steps
 - Will include adding intelligence to Pathway batch control forms & batch processing
 - Will include “hooks” to enable AI-powered insights to initiate automated processes
 - Will enable blending of Pathway workflow and platform workflow

What else is coming?

Memos – included in all BODs

- Delivers Pathway UI sensitivity & context management to external systems (eg external CRM)

Rates Modelling (2025.04) – update presentation scheduled in conference agenda

SnapSendSolve Connector (2026.01)

Property Sales and Transfers – extending automation of existing PathwayPropertySale noun (2026)

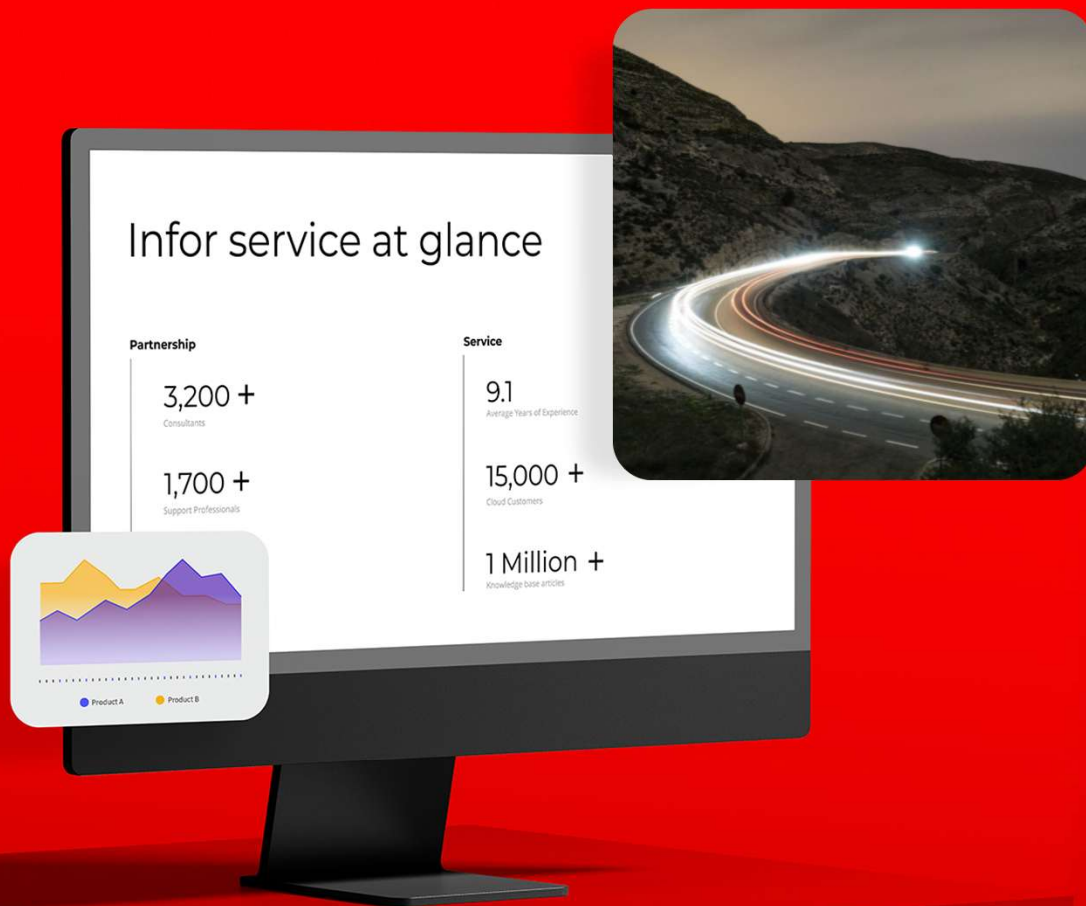
Property Management & Leasing – research item

External data validation – ongoing adoption as new use cases emerge (from 2026.01)

Data Fabric as:

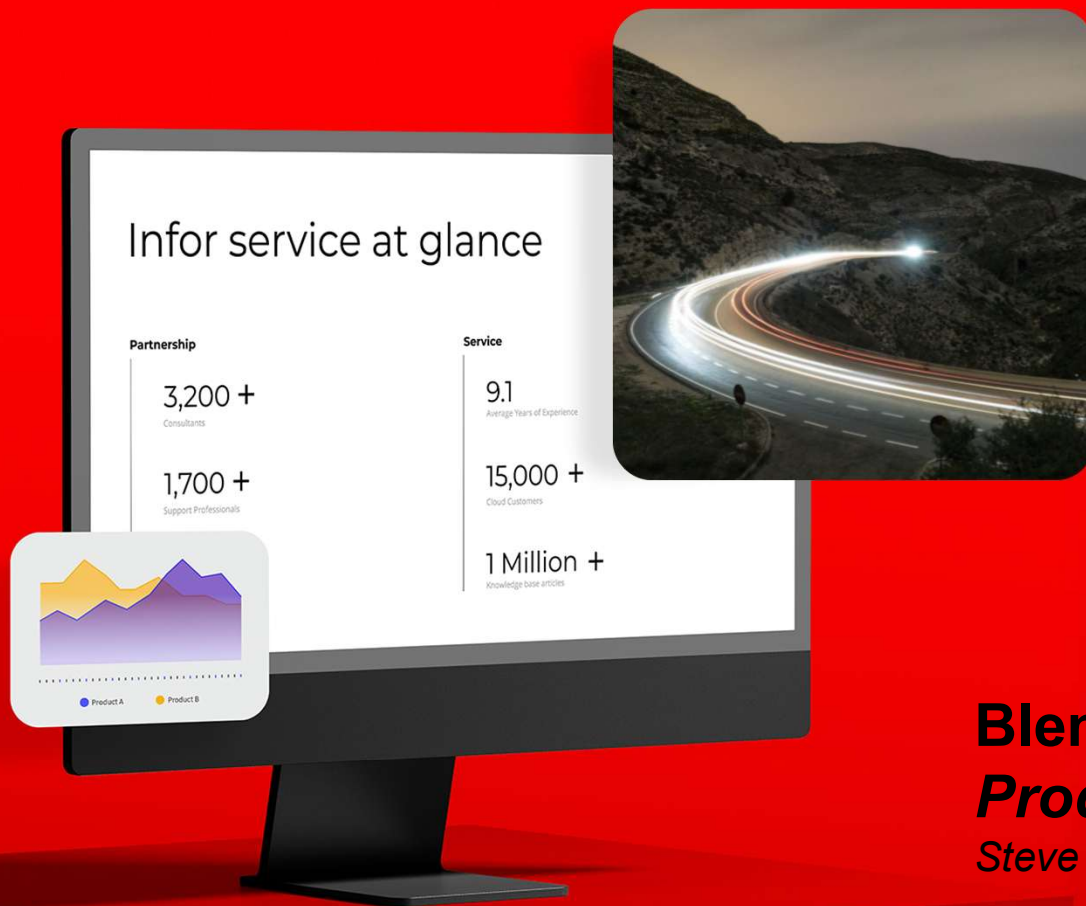
- Reconciliation hub
- Data lifecycle management
- Bulk data cleansing





**Your data holds the key
to growth – let's unlock
it together.**

**AI, Analytics, Reporting,
Process Automation**



Your data holds the key to growth – let's unlock it together.

AI, Analytics, Reporting, Process Automation

Blending product and platform
Product demonstration
Steve Carter

Agenda – Cloud Portal

1

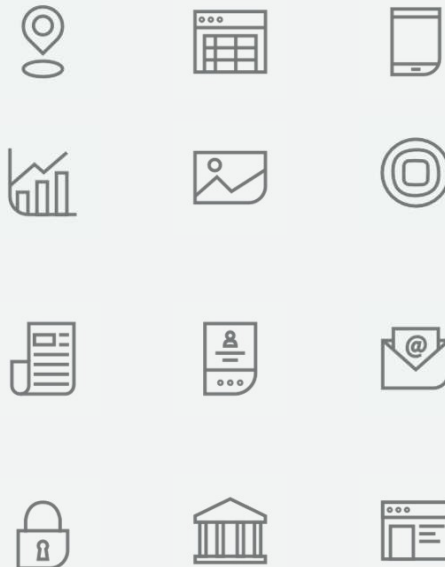
Cloud Portal Key Features

- Workspaces – Pathway Widgets
- Insights/Smart Panel
- Alerts/Notifications
- Digital Assistant

2

Demonstration

- Demonstration of key features.





Pathway Local Government

Pathway Services

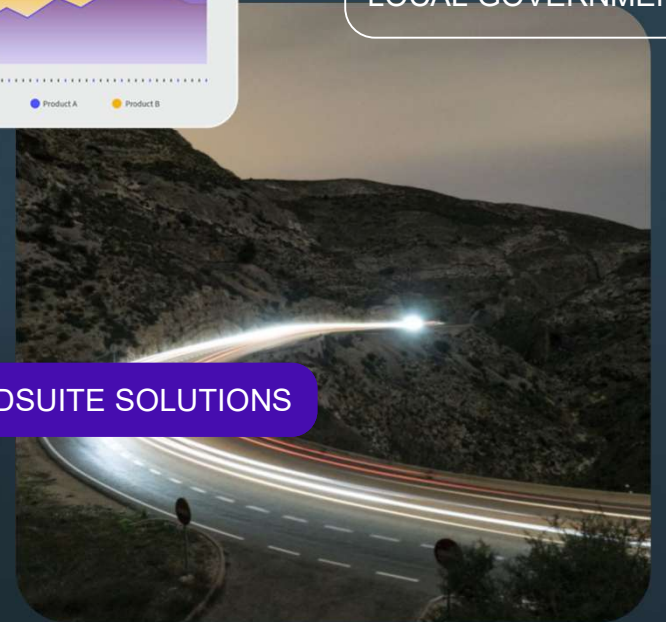
Mark Smith
Services Director - Pathway

Copyright © 2025. Infor. All Rights Reserved. infor.com



LOCAL GOVERNMENT

CLOUDSUITE SOLUTIONS



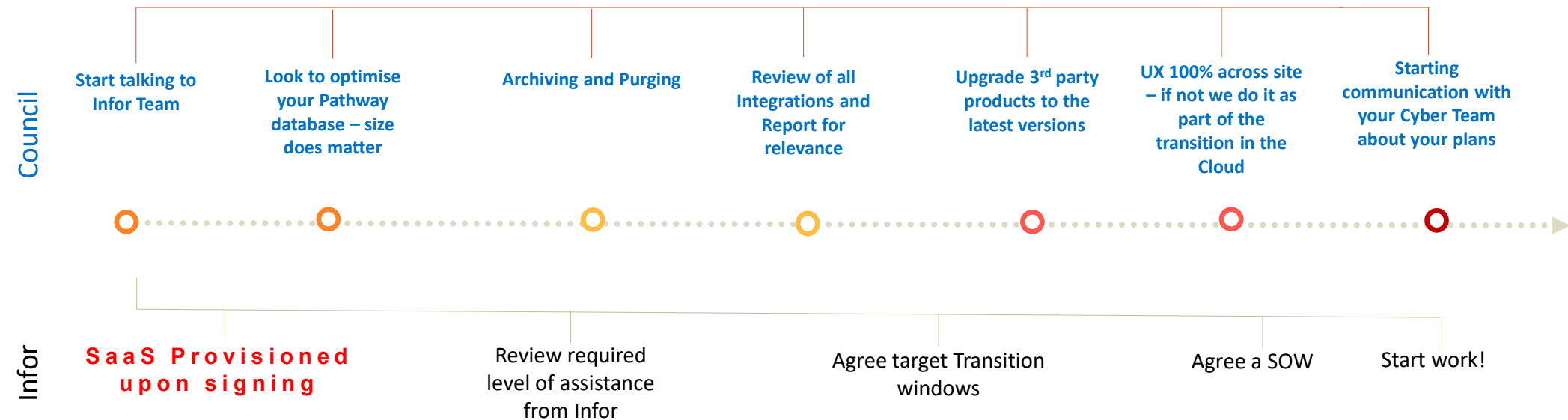
**The move to cloud is a
journey not an
Implementation.**

The Year in Review

- The year SaaS Transitions got serious!
 - 6 Live
 - 7 WIP – 2 going live before the end of the year
 - The queue is forming – start talking to us if you are not already working with us
- UX transition
 - If you have not started and are thinking about the SaaS shift – do them together
- The Team delivered ~17K hours of Services across 49 customers!

You have your SaaS agreement signed, what next?

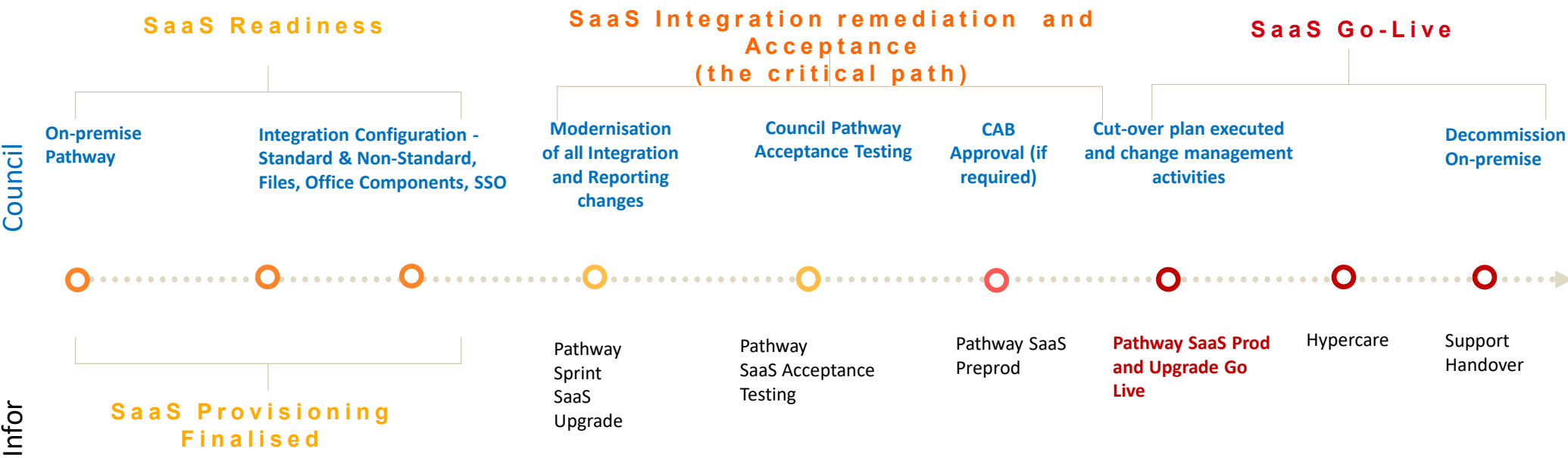
Preparation and Housekeeping



Reviewing your integrations and reports

- In preparation for the readiness assessment undertake a review of your Integrations and reports looking for –
 - End points that are local locations
 - File locations that are local locations
 - Custom transformation using scripts
 - Manual interventions
 - Obtain the latest version of the specifications/As-built documents

Pathway SaaS Transition Plan – High level



What can the Team help you with?

- We suggest the following

Pathway SaaS Transition
Infor OS training- Key Technical Users
Infor Cloud Readiness Assessment, design and transition planning
Support Pathway database migration to the Infor Cloud
Technical assistance for items such as Infomart, SSO, and standard integrations of Financial, EDMS and Spatial
Services to Support Customer Testing
Go-Live Support

- Every customer is different, so we work with you tailor the fit for your organisation



Thank you

Infor is a global leader in business cloud software specialized by industry.

infor.com

Copyright © 2025. Infor. All Rights Reserved. infor.com