



Pathway Local Government

Cloud Portal

Steve Carter

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LOCAL
GOVERNMENT



Agenda – Cloud Portal

1

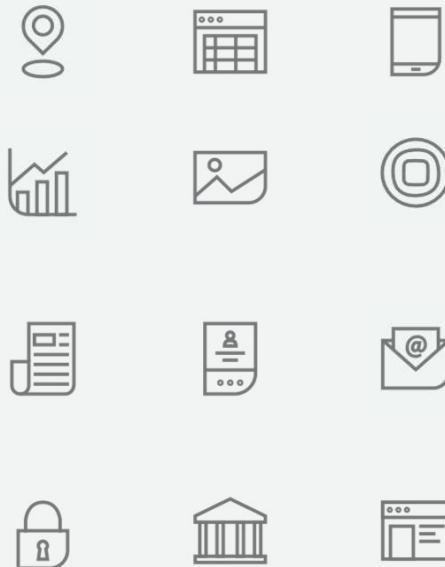
Cloud Portal Key Features

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

2

Demonstration

- Demonstration of key features.



Cloud Portal – for Pathway



Single place for council staff to access compelling web-based tools and insights.



Modern, social, intuitive experience that can be personalized to each role within Council.



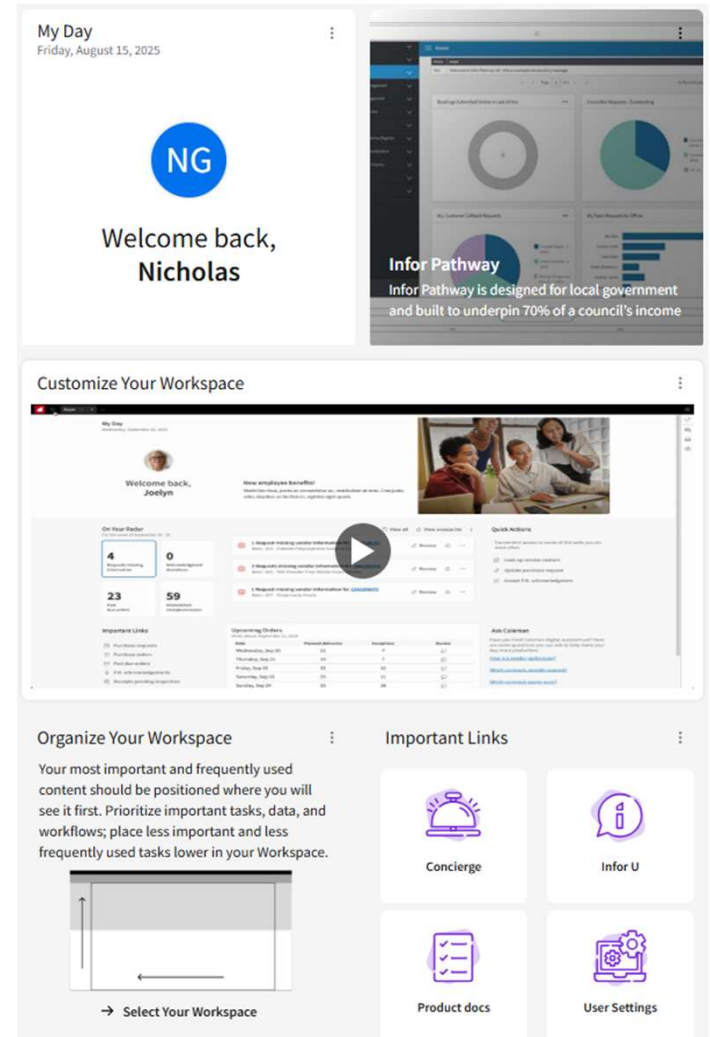
Both Infor and non-Infor applications can be linked to or embedded into the Portal.



One connected cloud-based portal ready to support unlimited possibilities.

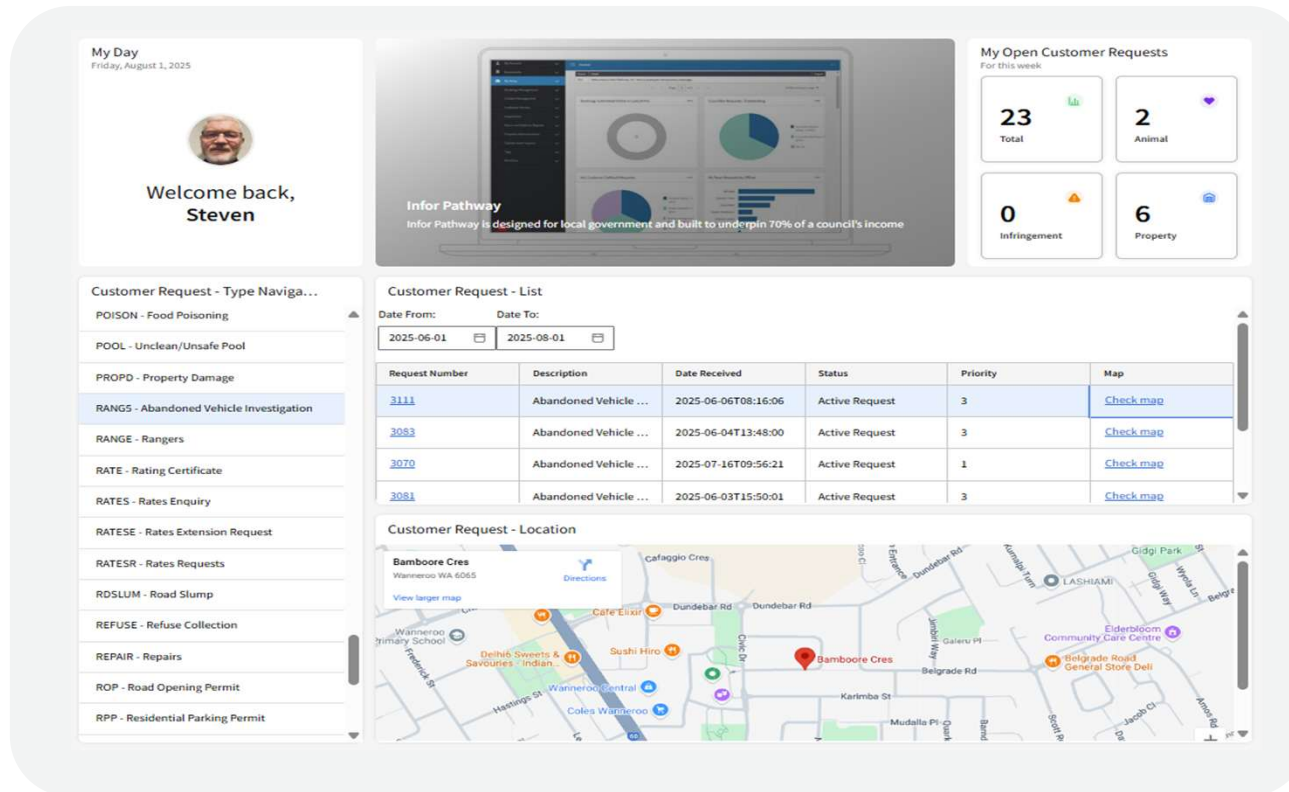
Cloud Portal - Workspaces

- One or more workspaces can be presented with content from anywhere within the Council's ecosystem.
- Provides an instant, up-to-date dashboard of information
- Personalized role-based Workspaces may be created using widgets and other tools.
- Highly configurable & tailored to user needs.
- Simple navigation to reduce onboarding and training time.
- Increase efficiency and productivity for all users.
- Start and end a workday in the Portal.



Infor Pathway

Cloud Portal – Widget-based Workspace



- Role-based home page
- Pre-assembled widgets
- Highly configurable
- Easily adapted
- Optimise efficiency

Infor Pathway

Cloud Portal – Widget-based Workspace

The screenshot displays the Infor Pathway Cloud Portal interface. At the top, a navigation bar includes 'Pathway UX', 'Customer Requests', and 'Property and Rating Team'. Below this, a large red banner features the Infor Pathway logo and the text: 'Infor Pathway is designed for local government and built to underpin 70% of a council's income'. The main workspace is divided into four widget areas:

- Property Division - KPI**: A widget showing four KPI cards for 'Subdivision' type: Accepted (64), Approved (0), Pending (17), and Rejected (9).
- Property Divisions**: A table listing property divisions with columns for Division Number, Description, Plan Type, Plan Number, and Status.
- Property Transfer of Ownership - KPI**: A widget showing three KPI cards for 'Sale' type: Accepted (63), Pending (5), and Reversed (2).
- Property Transfer of Ownerships**: A table listing property transfers with columns for Sale Number, Property Address, Status, Sale Date, Price, and Transfer Date.

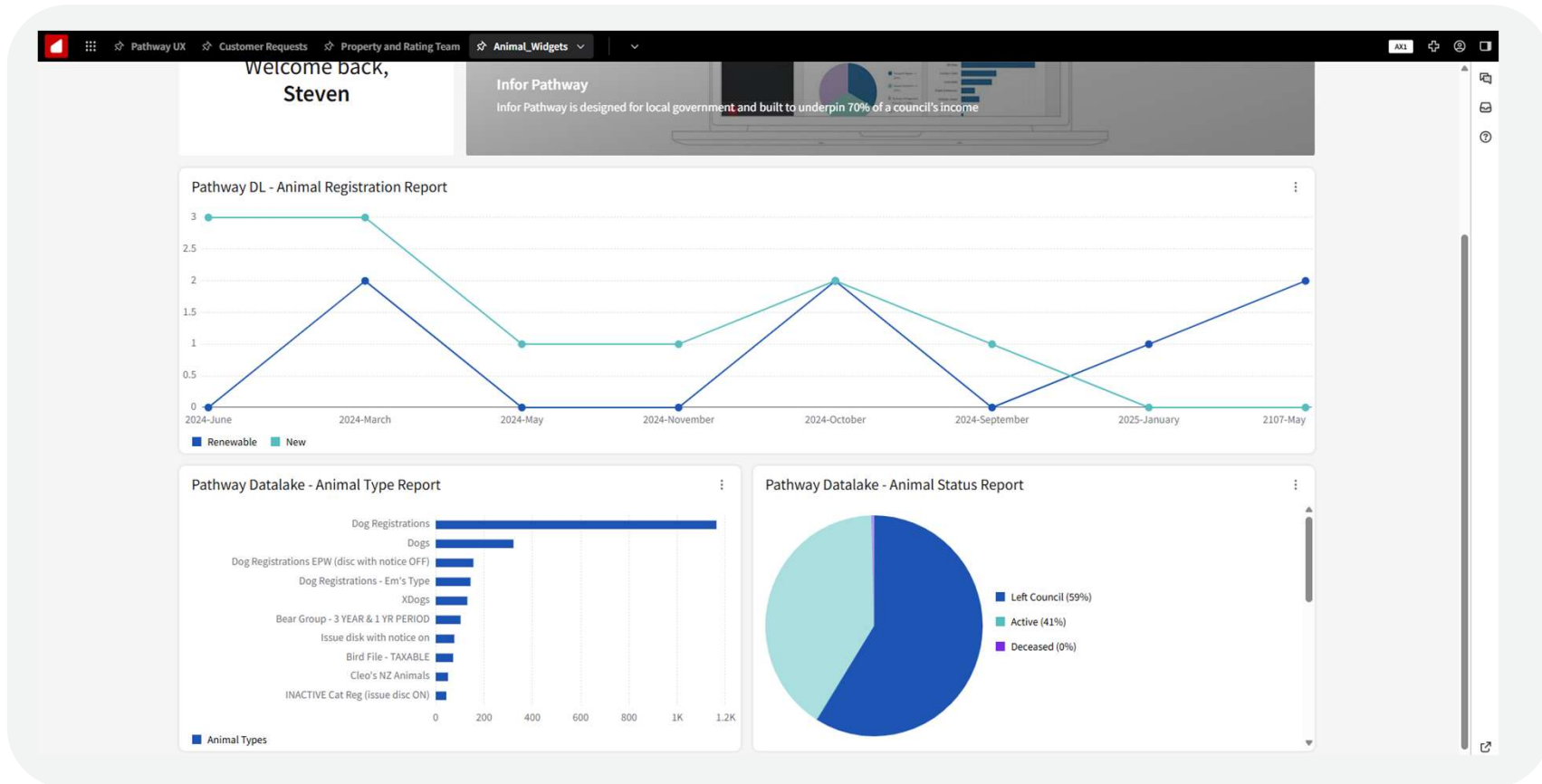
The tables contain the following data:

Division Num...	Description	Plan Type	Plan Number	Status
LOT 1 ARCHER	4 Lot Subdivi...	Deposited Plan	47547643	Accepted
LOT262	Subdivision ...	Deposited Plan	100262	Accepted
BRONHILL	Bronhill Cour...	Deposited Plan	887799	Accepted
78	78 Hardy	Deposited Plan	76767	Accepted

Sale Num...	Property A...	Status	Sale Date	Price	Transferre...
PW000116	2 Hermit ...	Accepted	02/06/2025	925,500.00	04/06/2025
PW000127	95 Aaron ...	Accepted	02/06/2025	450,000.00	05/06/2025

Infor Pathway

Cloud Portal – Widget-based Workspace



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Cloud Portal – Application-based Workspaces

The screenshot displays the Infor Pathway Cloud Portal interface. The main section is titled 'Request Summary' and shows details for request 3113, 'Abandoned Vehicle Investigation'. The interface is divided into several panels:

- Request:** Contains fields for Request Number (3113), Request Type (RANGS - Abandoned Vehicle Investigation), Request Status (C - Completed), System Completion Date (6/06/2025 12:09 PM), Priority (3), and Date Priority Last Modified (6/06/2025 11:24 AM).
- Date and Time:** Contains fields for System Date Entered (6/06/2025 11:24 AM), Date Received (6/06/2025 11:24 AM), Response Date (6/06/2025 12:09 PM), Due Date (26/06/2025 11:24 AM), Time Taken (1 Hours (Working Days)), and a calendar icon.
- Officers:** Contains fields for Actioning Officer (SCARTER - Steve Carter), Receiving Officer (PUBLIC - Public (City Watch Demo User)), and Responsible Officer (ALBERT - John Albert).
- Source:** Contains fields for Request Source (Mobile), Contact Type (PHONE - Phone Call), Customer Type (ANON - Anonymous), and a checkbox for 'Available to Public'.
- References (7 results):** A table showing reference details.

Reference Type	Reference Number
EPWTREF - ePathway Transaction Reference	3113
LAT - Latitude	-33.962986689985655
LONG - Longitude	151.15551122749238
P_CPHONE - Contact Phone Number	52-0438521272

On the right side, there is a 'Customer Request' panel showing a list of requests (3113, 3111, 3083, 3070) and a 'Customer Request - Location' map showing the location of 'The Grand Parade'.

Run Pathway within the Cloud Portal to take advantage of Infor's Cloud Portal features...

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Cloud Portal – Application-based Workspaces

The screenshot displays the Infor Pathway Cloud Portal interface. The main content area shows a 'Request Summary' for request 2885, which is titled 'Illegally Dumped Rubbished'. The summary is divided into several sections: Request, Date and Time, Officers, Source, and References.

Request Summary Details:

- Request:** Request Number 2885, Request Type DMPRUB - Illegally Dumped Rubbished, Request Status ACTIVE - Active Request, Priority 1, System Completion Date 11/02/2025 9:14 AM, Date Priority Last Modified 11/02/2025 9:14 AM.
- Date and Time:** System Date Entered 11/02/2025 9:14 AM, Date Received 11/02/2025 9:14 AM, Response Date 11/02/2025 11:14 AM, Due Date 11/02/2025 11:14 AM, Time Taken.
- Officers:** Actioning Officer MAINT - Maintenance Team, Receiving Officer SCARTER - Steve Carter, Responsible Officer SCARTER - Steve Carter.
- Source:** Request Source ePathway, Contact Type INT - Customer Self Service, Customer Type ECUST - eCustomer, Available to Public.
- References (6 results):**

Reference Type	Reference Number
ECRMID - ePathway Request ID	1538
ECRMNAME - ePathway CRM Name	PUBLIC
EPWEMAIL - ePathway Email Address	29=CARTERSTEVE7766@GMAIL.COM
EPWMPHONE - ePathway Mobile Phone	25=0438 521 272

The left sidebar shows a list of 23 results, including requests 2885, 2886, 2888, 2892, 2893, 2894, 2895, 2980, 3048, 3064, and 3065. The right sidebar shows a menu with options like Pathway UX, Assessment Maintenance, Name and Address Maintenance, Request Entry, Customer Self-Service Portal, CityWatch, and Smart Mobile. Below the menu, there are 'My Open Customer Requests' for this week: 23 Total, 2 Animal, 0 Infringement, and 6 Property. At the bottom, there is an 'Alert Status' section for All Users and All Sources.

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Cloud Portal – Application-based Workspaces

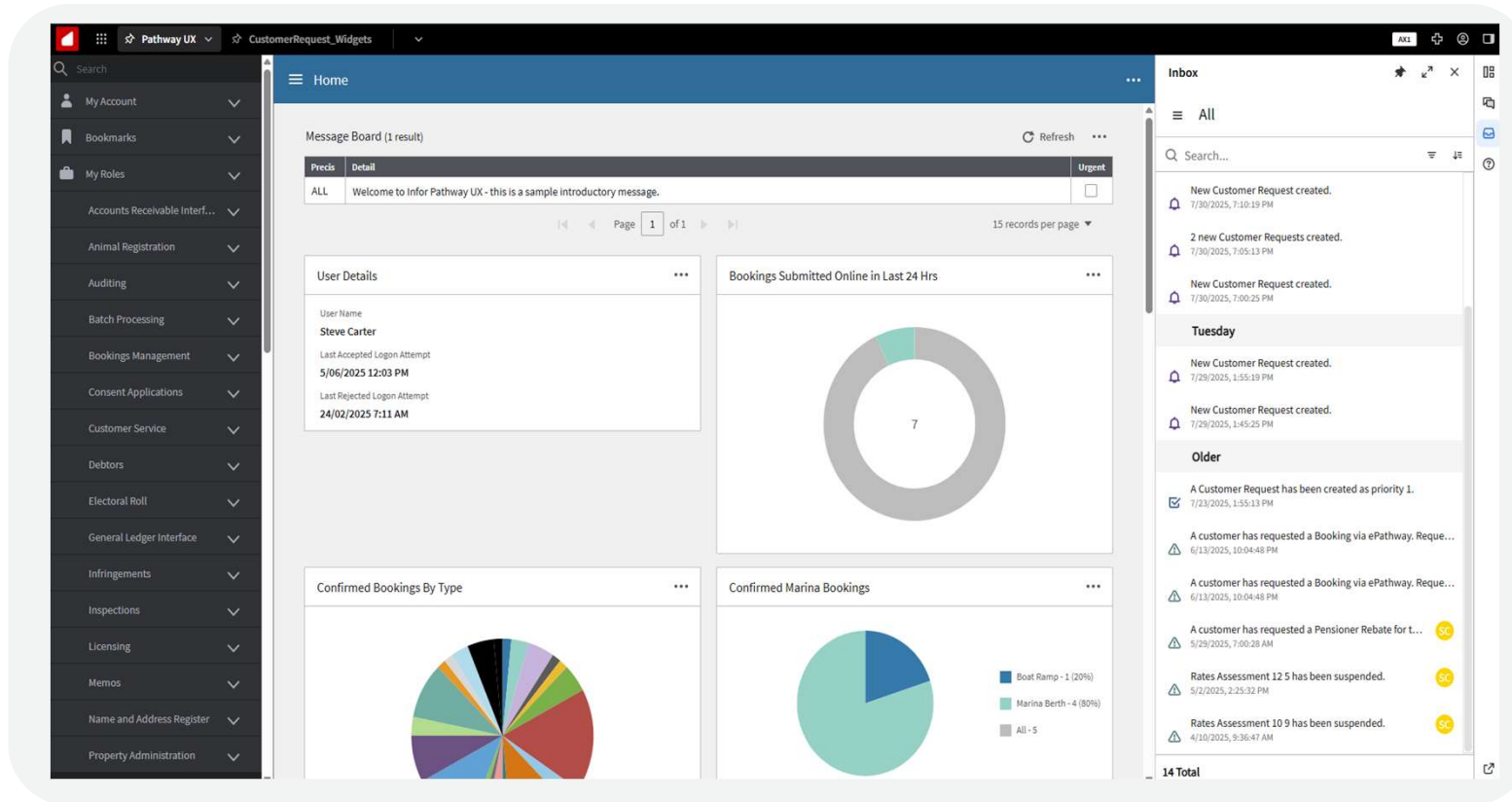
The screenshot displays the Infor Pathway Cloud Portal interface, which is an application-based workspace. The interface is divided into several sections:

- Header:** Includes the Infor logo, navigation tabs (Pathway UX, CustomerRequest_Widgets), and a search bar.
- Left Sidebar:** A list of results (12 Results) with details for each entry, including names and addresses.
- Main Content Area:**
 - Assessment Summary:** A section with a warning icon and text: "Cashier Warning: Cash Payment Only".
 - Assessment Form:** A form with fields for Primary Location, Location Status, Assessment Number, Assessment Status, Valuation, Tenancy Number, Suspended Date, and Suspended Note.
 - Names:** A section with fields for Ratepayer Names and Mailing Address.
 - Property Owners:** A section with fields for Property Owners and Mailing Address.
 - Valuations (1 result):** A table showing Capital Improved Value (898,425).
 - Rateable Valuations (3 results):** A table with columns for Land Value, Capital Value, and Land Area.
 - Financial Summary (18 results):** A table with columns for Arrears, Arrears Fines, and Current.
- Right Sidebar:** A chat window titled "Coleman" with a digital assistant. The chat history shows a conversation about displaying infringement types (park, show infringement) and adding pensioner requests. The assistant is currently asking, "What Type of Infringement do you want to display?".

- Digital assistant
- Configurable skills
- Multiple prompts / phrases per skill
- 2 – way conversation
- Voice / audio enable

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Cloud Portal – Application-based Workspaces



- Alerts, notifications and tasks
- Triggered by event / query / filter e.g. new record, update to a record
- Drill to Pathway screens



IPSUF 2025

Demonstration



**Take advantage of Infor's
Cloud Portal for local
government to remain
organised, informed, and
productive...**