

SaaS Journey: Migrating Infor Pathway to Cloud

Technology Lead: Fred Storbeck

Agenda



1. Our City

A snapshot of Salisbury and our community

2. Why We Changed

From on-premise challenges to SaaS opportunities

3. The Pathway UX Project

Our approach, phases, and technical journey

4. The Project Team

Collaboration between council, Infor, and vendors

5. Our Champions

How key staff led change across the organization

6. Voices of Our Champions

Feedback and reflections from staff

7. Lessons Learned

Key insights for future SaaS projects

Our City

The City of Salisbury is the second most populated local government in metropolitan Adelaide and the fourth largest local government in South Australia.



Over 30 suburbs, 158.1 km², 148,000 people

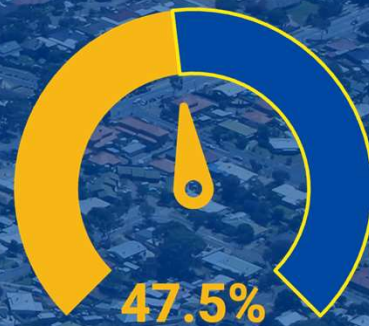
People and Community



Median
Age



Multilingual
Speakers



Year 12
Completion



Post-School
Qualification



Indigenous
Population

Housing Demographics



Mortgage

39% of people have a mortgage.



Rental

28% of people are renting their homes.



Bedrooms

The average house has three bedrooms.



House price

The median house price is \$600,000.



Household size

The average household size is 2.63 people.

Over 63,000 Rate Payers

Economy and Environment



Gross Regional Product

The city's total economic output is \$9.45 billion.



Tree Canopy Cover

Trees cover 13% of the city's area.



Intercultural City

The city is certified for interculturalism and refugee support.

The Pathway UX project



Stay on Premises

- Ongoing server infrastructure costs
- Expensive hardware and licensing
- Complex manual patching and upgrades
- Higher risk of security breaches
- Disaster recovery overheads
- Slower delivery of new features
- Outdated thick/thin-client interface
- High total cost of ownership (TCO)
- Dependence on legacy skills and retention challenges

Move to SaaS

- Stronger security
- Automatic updates
- Lower costs
- Faster new features
- Modern interface
- Staff focus on business

By mid-2024, our on-premise Pathway environment, while reliable for many years, was becoming increasingly challenging to maintain.

The Pathway UX project



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Moving to SaaS and upgrading to Pathway UX was the logical next step.

Infor's Project Manager, Solution Architect and Client Director to set the scene.

Our primary objectives were to streamline operations, enhance data security, automate updates, and reduce the total cost of ownership over the next five years.

The Project Team



Michelle



Lisa



Belinda



Fred



Damian



Michelle Collins

Manager Technology & Digital Solutions

Provided escalation support, strategic advice, and guidance throughout the project



Lisa Ziernicki

Team Leader Infrastructure

Collaborated with Infor's infrastructure team to configure and deploy the new environments



Belinda Maxwell

Application Specialist

Worked closely with users and Infor technical teams to transition business processes, and ensured end-to-end user and application acceptance



Fred Storbeck

Tech Lead

Acted as project manager, ensuring milestones were achieved, coordinating technical streams, and maintaining delivery oversight



Damian Cortvriend

Project Coordinator

Managed bookings, organised training, monitored milestones, and facilitated workshops and project activities



Our Technical Process



Pathway application was
upgraded to the latest

Version Alignment

- External interfaces
were upgraded to

Identifying Interfaces

The cloud
environment was

Cloud Setup

- Cloud migration
tool used was the

Cloud Migration

We structured the project into four key phases, each building upon the previous to ensure a validated and seamless transition.

Our Technical Process



Pathway application was upgraded to the latest UX version.

Major jump from **3.10.019** to **UX 2024.11**

Version Alignment

- External interfaces upgraded to

Identifying Interfaces

- The cloud environment was

Cloud Setup

- Cloud migration weekend was the

Cloud Migration

Our Technical Process



Pathway application was upgraded to the latest version

Version Alignment

- External interfaces were upgraded to work with the cloud infrastructure
- We learned what an ION job was

Identifying Interfaces

The cloud environment was

Cloud Setup

- Cloud migration weekend was the

Cloud Migration

Our Technical Process



Pathway application was
upgraded to the latest

Version Alignment

- External interfaces
were upgraded to

Identifying Interfaces

- The cloud environment was provisioned
- Security and access was key
- Pre-migration tests were run

Cloud Setup

- Cloud migration weekend was the

Cloud Migration

Our Technical Process



Pathway application was
upgraded to the latest

Version Alignment

- External interfaces
were upgraded to

Identifying Interfaces

The cloud
environment was

Cloud Setup

- Cloud migration weekend was the final step
- Infor guided us through full process verification

Cloud Migration

Our Change Process



Modernisation

Transitioned from on-premise Infor to SaaS-based Pathway UX, modernising and streamlining Salisbury's operations.

Greater Efficiency

Overall productivity improved as staff gained a faster, more reliable, and visually streamlined system.

Improved User Experience

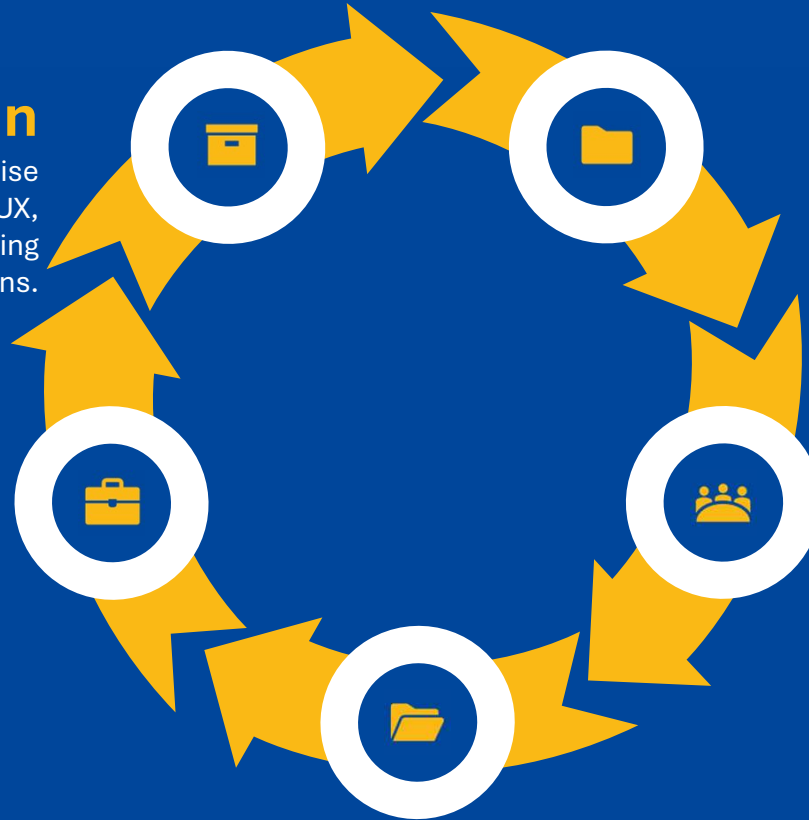
Introduced a consistent UX interface across devices, improving usability, navigation speed, and efficiency.

Enhanced Security

Added advanced role-based access, ensuring staff only see data and tools relevant to their roles.

Data Protection

Strengthened compliance with data regulations by limiting unnecessary access and safeguarding information.



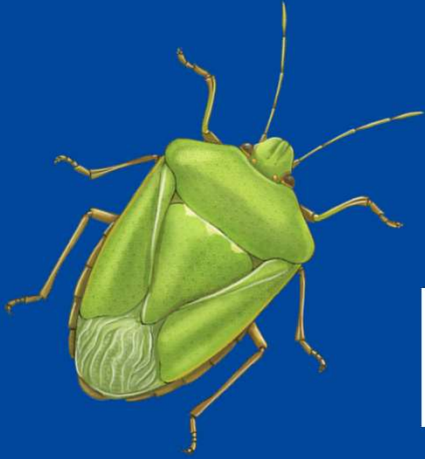
Project Milestones





Milestone 01

- Infor delivered training to designated super users across key Pathway modules.
- A “train-the-trainer” approach equipped them to train other staff members
- Champions began working in the test environment to familiarise themselves with the system and identify potential issues



Milestone 02

- Super users and key stakeholders refined processes and ensured all modules were ready for testing
- Full-scale UAT was completed, with issues logged, addressed, and final preparations made for go-live



Milestone 03

- Super users reviewed and updated departmental processes to align with the new Pathway system
- Last-minute integration concerns were resolved, and all staff were trained and ready for the transition

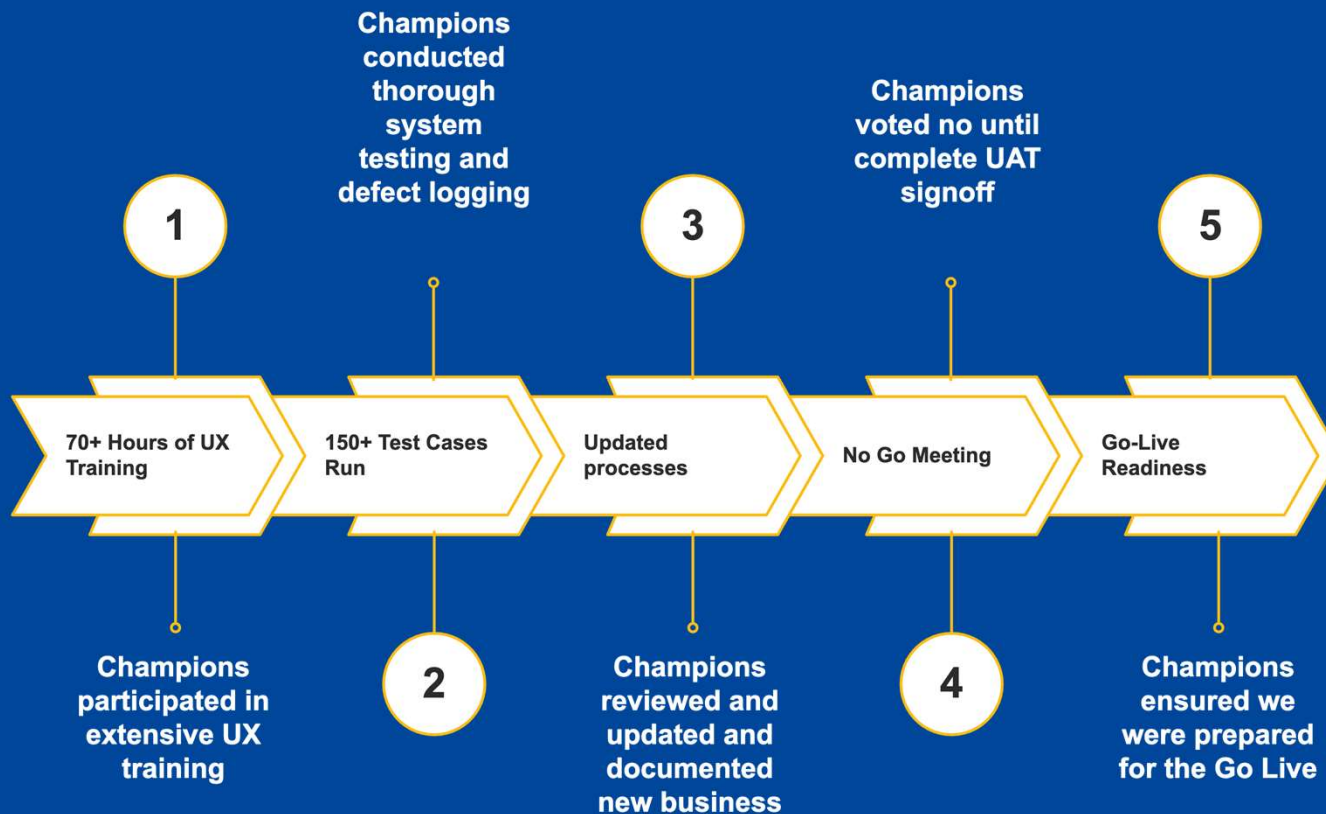
Milestone 04

On **Monday, 31st March 2025**, the City of Salisbury successfully transitioned from the on-premise Pathway system to the SaaS-based Pathway UX environment



Our Champions

This project wouldn't have been the same without our amazing Champions. The key staff and leaders who rolled up their sleeves, embraced change, and brought everyone along for the ride.

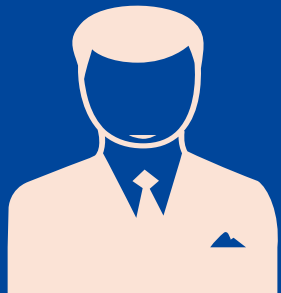


Voices of our Champions



"The transition from old PW to PW UX went well, especially with the tight timeframes. Training and support was excellent, and going live was smooth. More training on new functionality would be a great next step."

— Heidi, Development Services



"Switching from old Pathway to UX was mostly smooth. It felt very much like 'riding a bike' — familiar yet refreshed with a cleaner web-based interface."

— Kaine, Community Experience

"Pathway is a wonderful program with so much useful information to help us carry out our day-to-day duties."

— Emiko, Community Experience



Lessons Learned

If we had another go at this project, what would we have done differently



Lessons Learned



End User Champions are key to success



Don't conduct training too early in the project



Raise defects early and actively follow up with Infor



Version jumping – Going from **3.10.019** to **UX 2024.11** had a big change impact



List integrations early and understand your data flow



Thank you!