

## Infor Pathway SOA strategy

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### Pressures on local authorities create need for service-oriented architecture

In a perfect world, local authorities would be able to adapt their operational processes without investing a lot of time and expense. Changing their business models and processes in response to changing customer and legislative requirements would be more like rearranging the office furniture than what it is today – an extremely complex, time consuming, and expensive undertaking.

But, of course, no organisation operates in a perfect world. This is especially true for local authorities, which face constant pressure to deliver higher-quality services, faster, and at the same or lower costs. These organisations face the challenge of customers whose expectations for service and access never stop growing. They need to accommodate changing compliance requirements that become more complex every year. Often local authorities are striving to meet these expanded requirements at a time of downward pressure on their operational budgets. Many also are relying on ageing, proprietary, and inflexible information technology (IT) that makes it impossible to easily adapt operational processes to meet new requirements.

Fortunately for local authorities, there is a new IT paradigm—service-oriented architecture (SOA)—that can help transform their enterprise system from an impediment to change into a strategic agent of change. Infor™ understands the value that service-oriented architecture can deliver to local authorities and has made SOA an integral part of the Infor Pathway solution.

## The Infor Pathway solution leverages Infor Open SOA

Infor Open SOA, Infor's approach to service-oriented architecture, is Infor's commitment to solution interoperability, innovation, and evolution of the Infor Pathway solution. Modelled on the event-driven SOA paradigm where interoperable, autonomous applications and software components can be assembled to meet specific operational requirements, Infor Open SOA provides a new level of flexibility for Infor Pathway users.

By making Infor Open SOA an integral component of Infor Pathway, local authorities will be able to more easily add, change, upgrade, or modify their enterprise solution as business requirements change. The SOA capabilities embedded in Infor Pathway provide a framework for reusing software functions, enabling local authorities to make incremental changes in their software through configuration instead of adding or replacing applications. Infor Open SOA enables interoperability between Infor Pathway and third-party solutions that currently communicate and share data.

Infor Open SOA also enables the adoption of enhanced, standardised security models, workflow, and data definitions for more efficient operations.

## Infor Open SOA provides new operational benefits today

Local authorities in Australia and New Zealand that have implemented Infor Pathway will leverage the power of Infor Open SOA to gain a wide range of operational benefits.

**Become more agile.** Infor Open SOA makes it possible to respond faster and more cost-effectively to changing requirements. With Infor Open SOA, local authorities can use the Infor Pathway solution to implement new processes and integrate new functionality through modeling and configuration instead of software development.

**Reduce IT costs.** Infor Open SOA, which is provided to Infor Pathway customers at no additional license cost, helps local authorities lower the total cost of IT ownership in several ways, including:

- Modifying software capabilities without undertaking expensive replacement of solutions or an entire IT infrastructure
- Adding only the capabilities they need
- Integrating Infor Pathway more easily with third-party solutions
- Improving data quality and lowering integration risks by implementing SOA-compliant messaging

**Improve service to customers.** The SOA capabilities embedded in Infor Pathway provide a wide range of capabilities to help local authorities realise their customer-service objectives. These include:

- Enabling the Infor Pathway Name and Address (NAR) module to be configured as a single name and address service for all applications and all departments
- Making it possible to use a single master data repository for land information. The Infor Pathway SOA strategy also makes it possible for land information in the Infor Pathway Property module to be used in any SOA-compliant solution
- Providing a way to use a single payments platform across the organization
- Fully integrating a local authority's customer-engagement platform. For example, Infor Open SOA enables the easy integration of Infor Pathway CRM and Infor Hansen Call Centre




**Improve workforce productivity.** Infor Open SOA enables the Infor Pathway solution to integrate with Infor MyDay, a persona-based, dynamic Web 2.0 interface that provides end users with centralised access to information they need to efficiently perform their day-to-day tasks. The SOA-enabled integration of MyDay and Infor Pathway allows users to more precisely monitor key performance indicators (KPIs) relevant to their roles and, as a result, improve their productivity and delivery of services.

## The Infor Pathway SOA Strategy Roadmap

As an integral part of the overall Infor solution strategy, Infor Open SOA will continue as the foundation layer for Infor Pathway in the future. Service-oriented architecture will play an important role in ensuring that ongoing development of new Infor Pathway capabilities provides local authorities with the functionality they need to meet changes in operational and compliance requirements.

The ability of Infor Pathway to exchange standards-based messages on and off Infor's enterprise service bus (ESB) was established in Infor Pathway V3.05. Infor is extending the SOA compliance of Infor Pathway's functional capabilities progressively in line with the following priorities:

- MyDay/Single Sign-On (SSO)—integration with Infor MyDay also incorporating compatibility with the Infor Open SOA SSO module, which provides Lightweight Directory Access Protocol (LDAP) integration
- NAR integration—extension and migration of Infor Pathway's existing name and address synchronisation services to the SOA backplane, enabling Infor Pathway's Name and Address Register to act as a true corporate NAR across all enterprise applications
- Call Centre integration—SOA-based integration with Infor Hansen Intelligent Call Centre
- Master Data Management (MDM)—enabling integration with Infor Open SOA MDM to simplify data synchronisation between Infor Pathway and a council's other enterprise applications
- Property—SOA enablement of Infor Pathway allows a council to synchronise property data across all enterprise applications
- Payments—through SOA-enablement, Infor Pathway can be implemented as a single payments platform across the

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enterprise

- Customer Requests—a single, coherent customer engagement platform will be realised through SOA-enablement of Infor Pathway's Customer Request Management module in concert with the Name and Address Register, the Bookings Management module, and other appropriate interfaces such as the Infor ePathway Customer Requests online customer self-service module and the Infor Pathway Mobile Requests module for field operations staff
- Applications/Licensing/Inspections—SOA compliance of Infor Pathway's Applications and Licensing modules makes possible the management of a council's regulatory processes to incorporate data and processes integration outside of Infor Pathway's functional boundaries

For more information on the Infor Pathway development roadmap, please contact your Infor representative.

## About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit [www.infor.com](http://www.infor.com).

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Contact your local Infor office regarding availability of products in your region.

The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are black, while the letter "R" is red. A small trademark symbol (TM) is located to the upper right of the "R".