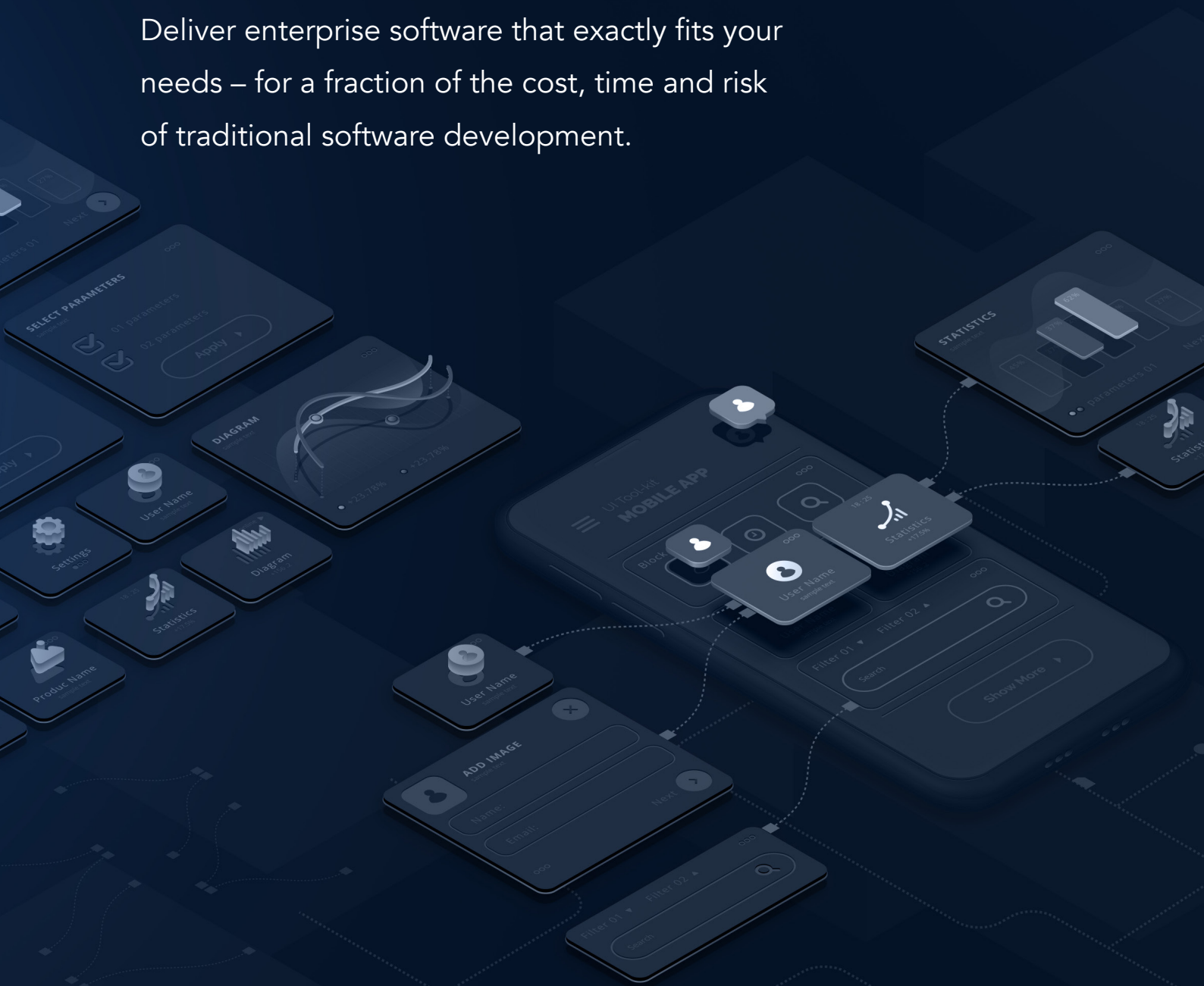




Transform your ideas into digital solutions. *Fast.*

Deliver enterprise software that exactly fits your needs – for a fraction of the cost, time and risk of traditional software development.





Accelerate digital innovation with a team that **delivers more than just solutions**

The complexity of technological ecosystems can make it difficult for enterprise organisations to quickly evolve their digital capability to keep pace with market expectations.

From digital customer and employee experiences to core systems, PhoenixDX helps IT Leaders deliver enterprise-grade digital solutions that improve business efficiency, enable continuous innovation, streamline operations and help them differentiate their products and services.

PhoenixDX is one of Australia's fastest-growing digital transformation companies. We specialise in rapid application development, leveraging next-generation enterprise software development tools, the latest techniques, and top talent. Our customers include ASX listed companies from various industries with solutions that reach thousands of daily users.

Empowering enterprises across *Australia and New Zealand*

OPTUS

Coates

aveo

GPT
The GPT Group

VICINITY
CENTRES

FMS

serco

rrt
RAPID
RELIEF
TEAM

CERTIS

LifeInsuranceDirect

peppermoney

Accelerate your digital transformation



Create Unified User Experiences

Enable digital self-service for customers and employees by delivering web and mobile front-end applications that can run smoothly on any device and integrate seamlessly with all your core systems.



Digitalise Processes

Eliminate paper processes, spreadsheets, double-handling and manual tasks. Fully digitalise end-to-end business processes, while leveraging your existing core systems.



Modernise Legacy Systems

Rebuild critical legacy systems swiftly, avoiding operational disruptions. Deliver modern, scalable solutions that can easily adapt to your business needs and the latest technologies.

Transform challenges into a competitive advantage

Custom Software Development

We develop enterprise software that exactly fits your needs for a fraction of traditional software development's cost, time and risk.

Digital Product Development

We help you to create innovative, user-centric digital products that will drive revenue, growth and differentiation.

User Experience Design

Our multi-skilled UX team ensures engaging solutions that reduce friction and foster user adoption and conversion.

Expert Services

Leveraging our expertise, we provide comprehensive security and health checks for your applications, platform and architecture. Swiftly and cost-effectively identify and mitigate potential risks.

Managed Services

We help you shape and execute digital transformation initiatives, from proactively managing and evolving your systems to co-delivering digital product roadmaps.

Capability as a Service (CaaS)

Access expert tech squads immediately. PhoenixDX CaaS delivers skilled pros to match your project's needs—without the full-time overhead.

Universal Customer Portal **transforms digital customer experience** through self-service



Pepper Money offers a fresh alternative to traditional lenders. Their flexible credit approach helps more Aussies access home, car, personal, equipment and asset finance loans.



The challenge

Pepper Money had a different customer portal for each loan type; meaning a customer with a mortgage, car and personal loan would need to access three different platforms to manage their loans; each with a different login and user interface. Pepper Money sought to design a best-in-class digital experience by unifying their platforms into a sleek and easy to use customer portal.

The solution

my.peppermoney is a universal customer portal, allowing customers to manage all their loans on one platform. Through enabling self-service, customers have more visibility and control over their loans than ever before and can now undertake many actions online instead of needing to call.



Increased customer satisfaction

Customers can now self-service and manage all their loans with one login.



Improved customer acquisition

The platform enables future cross-sell opportunities through unified customer records.



Reduction in inbound calls

Online self-service reduces costs and allows staff to focus on customer care and value-add.

World-class mobile app connects 30K+ global community and expands services

This global community needed to replace a legacy application that functioned as a private “Facebook-like” directory. The new solution had to be secure, reliable, fast to load and easy to use.

The new application allows community members to sign in using fingerprint or facial recognition, find other users via an advanced search engine and update their profile.

The success of this application led to the creation of many other community services, such as “Spotify-like” and “YouTube-like” applications. The cost of development was equivalent to 1 year of the maintenance cost for their old solution.



New services and increased revenue



A significant uptake in memberships



Improved user satisfaction for community members and staff

One-stop-shop for Aussie electricians improves customer loyalty and product sales

This leading electrical wholesaler needed to replace an existing application created to help clients, from a one man band to a large contractor, manage their business. It had to easily integrate with its customers’ existing accounting platforms and the wholesaler’s online shop and inventory management system.

The new Progressive Web App (PWA) automates the sales process for tradies from end-to-end (i.e. quote to invoice, including timesheets, scheduling, jobs, expenses and orders), helping them manage their entire business.



A new valuable service for customers



Increased sales and customer loyalty



A new and powerful communication channel with customers

Business Operations Support System (BOSS) transforms Certis operations



Certis is a leading security provider that develops and delivers multi-disciplinary security and integrated services.



The challenge

Manual handling of security guards' paper reports was slow and inefficient, with their teams working at capacity. They had been dependent on rigid, subscription-based IT and needed to quickly build a purpose-built, customised solution.



The solution

The BOSS application allows field operatives to receive instructions, record events, attach photos, log breaks and perform "welfare checks" on a mobile or kiosk device. Certis can now provide automatic, accurate information for its clients.



The client was really pleased with the results. It surpassed all their expectations about what we could do and how quickly we could do it. Every client is different and now we can meet their individual needs.

Ying Loong Lee
Managing Director, Certis Australia



Increased transparency and governance

Real-time data is captured and centralised, allowing immediate reporting and oversight.



Improved customer service

Reduced administration time and costs, while customising reporting for each client.



A new unique service offering

The service now can be customised and rolled out to new clients.

Major mining export terminals automate incident and accident management, improving efficiency and compliance

Incident and accident management required the collection of many documents and files. Manually managing investigations - with shared folders, spreadsheets and emails - lacked tracking and were prone to human error. Investigations were taking months to complete and they required automation.

The new Incident and Accident Management System fully automates a 17-step workflow centralising reporting, investigations and management of incidents, hazards, actions and events. Batch status updating and notifications have significantly sped up the investigation processing time. A dashboard allows complete visibility of all incidents and their status.



Improved governance and regulatory compliance



Increased transparency of reporting and investigations



A reduction in investigation time from months to weeks

Billing Management System for retirement villages automates billing process across 100+ villages

Over 100 retirement villages across Australia manually managed complex billing and payments in spreadsheets, taking into account different state legislation. This manual process complicated management control, reporting and billing, impacting customer experience and company cash flow.

The new custom system centralised all village services and residents' financial lifecycle management. Manual processes were replaced by a modern system integrating Azure AD, MS Dynamics, TechnologyOne Financials and ComCare (Billing). It automated and streamlined residents' billing, providing greater reliability and visibility of the financial process.



Increased transparency and governance



Process automation and savings due error reduction



Improved customer experience

Replacing a 28-year-old system in record time created a competitive advantage

One of Australia's largest equipment rental companies in the mining, infrastructure and construction industries, offers end-to-end solutions spanning hire, temporary works engineering, industrial shutdowns and training.



The challenge

It became clear that their legacy system needed to be extended beyond its capability. The original system was non-scalable and at end-of-life. They required a new ecosystem that could integrate current and upcoming technological trends. The solution was designed with this in mind.



The solution is much smarter and far more intuitive in the way that it allows us to support our customers.

Shutdown and Project Manager

The solution

The new solution is cloud-based (rather than server-based) and offers better visibility and management of all tools, equipment, consumables and hire services in real-time. This includes ERP integrations, rental agreements, and asset and inventory management, supporting online and offline usage.



Boosted operational efficiencies



Reduced maintenance and operational costs



Unlocks innovation and new services for customers

Driving Test Application Portal streamlines driving tests for the NZ Transport Agency



Waka Kotahi NZ Transport Agency is responsible for the national transport system, which involves overseeing a rite of passage for every New Zealander to obtain a driving license. NZTA carries out 185k tests every year at more than 100 sites and 15 mobile locations nationwide.



The challenge

The technology supporting the testing system was outdated and no longer supported. Data had to be entered manually, bringing a significant business risk to the agency. In line with the government's Digital Public Service Strategy, NZTA needed to design a more modern, flexible, and efficient way to conduct its tests.



The new solution has reduced my workload and made the process of booking and supervising a candidate test incredibly simple.

Testing Agent

The solution

A new cloud-based system was implemented, increasing customer reach and running more tests concurrently. Now tests can be conducted anywhere, from any device, without needing pre-configured hardware. New levels of automation and integration have simplified processes resulting in a more straightforward process for customers and staff.



Increased customer satisfaction



Administration cost saving of 20%



Increase in annual testing capacity



Deliver custom robust apps that evolve at the speed of your business

OutSystems has changed the way software is built. You no longer need armies of developers, loads of tools and multiple languages. Now you can deliver enterprise-grade applications in months, not years. By adopting the leading AI-powered low-code platform, you will take advantage of AI in every step of software development.



Speed up delivery and time-to-value



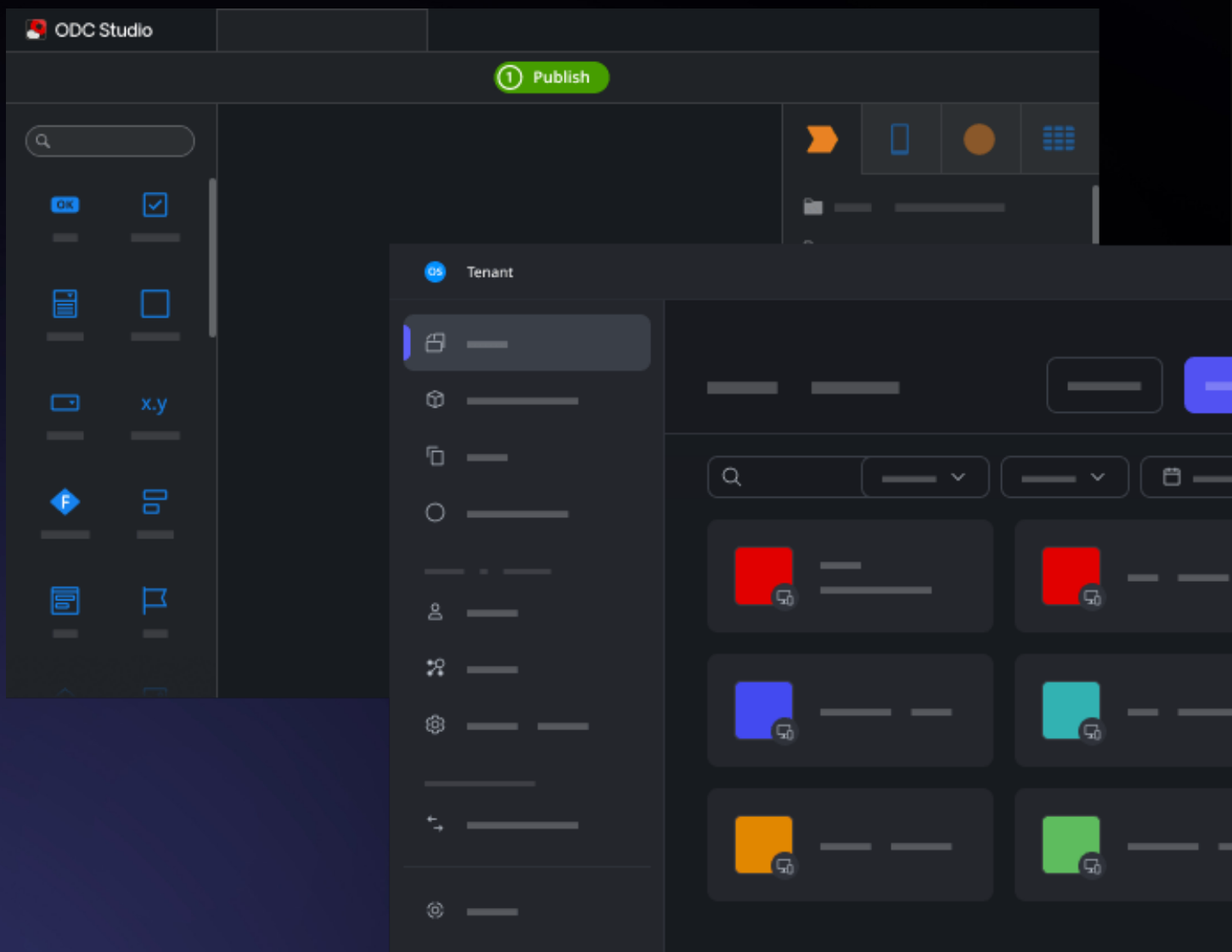
Minimise maintenance costs and total cost of ownership (TCO)



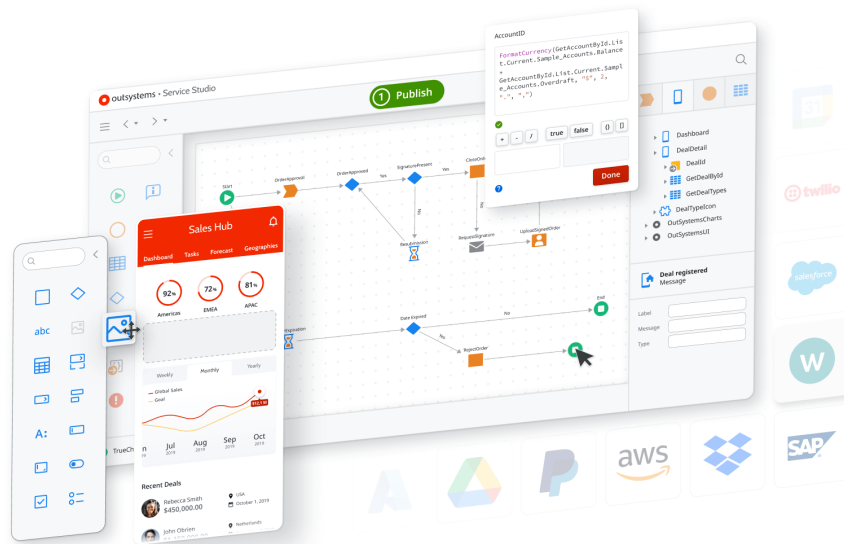
Mitigate technical debt and future-proof your applications



Boost development productivity



Benefits of choosing OutSystems



Serious productivity using advanced tools and AI to speed up delivery



Supports the entire software development lifecycle



Deliver a smooth user experience on any device



Rapid and consistent cross-platform app delivery



Scalable cloud-native architecture provides the flexibility to start small and scale-up when needed



Deliver enterprise solutions that meet high-security standards



Simplify skills requirement - the same team can develop IOS, Android and web apps using one visual language



Easy and fast to integrate with any external enterprise system, database or web service




About us


At PhoenixDX, we need much more than technology to deliver game-changing results: people matter. Founded with a strong focus on community, values and education, our passionate and committed professionals bring their best selves to work every day to transform ideas into customer success. Happy teams create happy customers - and when we deliver great results, we all thrive.

PhoenixDX has rapidly grown into an award-winning company with a team of 80+ highly skilled experts worldwide. Our customers include ASX-listed organisations across diverse industries—and our 5-star customer satisfaction (CSAT) rating reflects the results we've delivered together. Our customers are open to sharing how these solutions have made a real difference to their business.



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