



INTEGRATED PROPERTY, INFRASTRUCTURE & ADVISORY SERVICES

Service delivery made simpler. Made accountable.

A clear operating model for managing
assets, contractors, projects and
performance.

ALLIANCE PROPERTY & INFRASTRUCTURE SERVICES (APIS)

SERVICE DELIVERY BROCHURE



Service delivery needs a better operating system.

When work is spread across emails, calls, spreadsheets and disconnected suppliers, even routine tasks consume too much attention.

APIS brings the people, governance and delivery intelligence together so clients can direct energy to the decisions that matter.

FROM
FRAGMENTED...

**Too many hand-offs.
Unclear accountability.
Information that arrives late.**

TO
CONNECTED...

**One coordinated delivery view.
Clear next actions.
Evidence that follows the work.**

A disciplined path from issue to improvement.

APIS works with clients to establish the right controls before work begins—and to make learning visible once it is complete.

01

Assess

Clarify portfolio priorities, risk, scope and operating constraints.

02

Design

Build the delivery pathway, governance controls and service plan.

03

Deliver

Coordinate work, communications, evidence and accountable outcomes.

04

Improve

Use performance insight to refine planning, service and value.

THE RESULT

Less operational noise. More confident decisions.

Protect asset performance—on every day that matters.

From a simple repair to a planned works program, APIS structures work around priority, risk and continuity.



Planned & reactive maintenance

Work pathways that keep everyday service requests moving.



Compliance & essential services

Evidence, scheduling and reporting aligned to your service agreement.



Minor works & capital projects

Coordinated scopes, contractors and progress visibility for more complex work.





INTEGRATED MANAGED SERVICES

Coordinate multiple service partners without losing sight of the client experience.

APIS creates one coherent operating view across the services that support each asset and portfolio.



Facilities & building operations

Service coordination structured around the environment you manage.



Contractor & vendor governance

Clear participation, records and accountability across the supply chain.



Procurement & support services

Practical coordination of supply, helpdesk and operational service needs.

Control comes from visibility—not another spreadsheet.

The right review process can expose where effort, process and delivery arrangements can be improved.

APIS helps clients turn operational information into a clear basis for action.

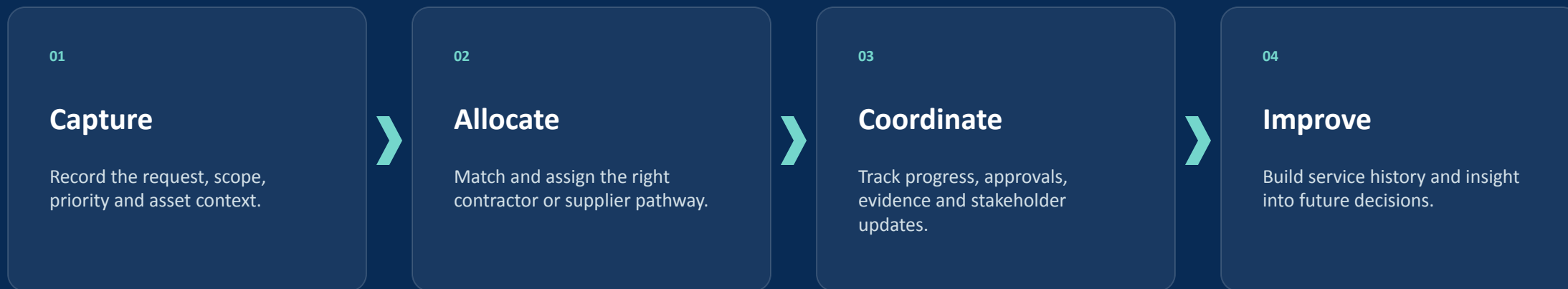
Reviews can be configured for a site, service stream, contractor cohort or portfolio-level priority.

THE APIS REVIEW LENS

- 01 Service & cost**
Examine the cost of work—not only the price of an individual task.
- 02 Contractor performance**
Review scope discipline, response, quality and delivery evidence.
- 03 Risk & lifecycle**
Identify priority, compliance and forward-planning considerations.
- 04 Improvement roadmap**
Turn findings into practical, sequenced recommendations.

A better way to manage contractors, suppliers and work.

APIS Contractor Connect is a digital workflow platform designed to make contractor and job management more connected, visible and accountable.



SIMPLE JOB REQUESTS

MULTI-TRADE WORKS

PORTFOLIO PROGRAMMES

Platform capabilities are introduced according to client requirements, project scope and agreed deployment plan.



TECHNOLOGY-ENABLED DELIVERY

Information that follows the job.

Visibility should move with the work—from request to close-out, and from one site to the next.



Service requests & approvals

A clearer pathway from initial need to an authorised next action.



Contractor records & compliance

Structured information supporting responsible assignment and oversight.



Progress, asset & maintenance history

A useful context for the people responsible for delivery and decisions.



Quotes, invoices & performance reporting

Evidence that supports governance, review and improvement conversations.

Built around the environments you manage.

Engagements can scale by asset class, portfolio complexity and client governance requirements.

● Commercial & retail

● Industrial & logistics

● Residential, strata & build-to-rent

● Health, education & public assets

● Hospitality & mixed use

● Infrastructure & community assets

One approach. Configured around your assets, people and delivery priorities.





START WITH THE ISSUE THAT MATTERS MOST

Make delivery easier to manage.

Begin with a focused APIS discovery conversation. Together, we can map your operating environment, contractor arrangements and first improvement priorities.

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