



ONE PLATFORM. ONE NETWORK. ONE ACCOUNTABLE PARTNER.

A better way to manage every contractor and every job.

Victoria | New South Wales | Queensland | South Australia | ACT | Tasmania | Western Australia

APIS Contractor Connect brings clients, contractors, job workflows and performance intelligence together in one operating environment.

INTEGRATED PROPERTY, INFRASTRUCTURE & ADVISORY SERVICES



This is not a contractor directory. It is a stronger operating model.

APIS is investing capital, specialist resources and technology to make contractor, supplier and job management easier to govern, easier to scale and better for every stakeholder.

From a single site to a complex multi-site portfolio, the model adapts to the work while keeping the core controls consistent.

THE APIS ROLE IN THE ECOSYSTEM

01

Integrate

Connect client teams, contractors, requests, compliance information and performance data.

02

Govern

Create clearer allocation, approval, reporting and accountability rules.

03

Enable

Give client teams and trade partners technology-enabled workflows that reduce friction.

Stop managing contractor work one phone call at a time.

Traditional coordination leaves scope, availability, status and completion evidence scattered across people, inboxes and supplier relationships.

TRADITIONAL COORDINATION

Search. Call. Chase. Reconcile.

The job moves through fragmented requests, manual follow-up, separate approvals and disconnected records.

APIS CONTRACTOR CONNECT

Capture. Allocate. Deliver. Improve.

One visible workflow brings the request, contractor assignment, approvals, progress, evidence and performance conversation together.

The difference is not simply technology. It is a practical alternative to repeated hand-offs, status chasing and information gaps.



Every job deserves the right contractor—and the right control.

APIS Contractor Connect manages the full allocation journey, from identifying the need through to learning from the outcome.

01 **Capture the job**

Site, trade, scope, priority, asset, safety and access requirements are recorded once.

02 **Select the best fit**

Allocation can consider trade, location, response, capability, availability, compliance and performance.

03 **Assign with clarity**

Contractors receive the brief, instructions, approvals and customer expectations in one workflow.

04 **Manage to completion**

Acceptance, attendance, quotes, evidence, progress and feedback remain visible.

FROM A SIMPLE JOB TO A COMPLEX PROJECT

One workflow. The right amount of control.

A simple request should not need a complex process. A complex project should never be managed as if it were simple.

- **Service request**
Log, route and track a single issue with the right trade and response expectation.
- **Planned and recurring work**
Coordinate schedules, service history and contractor activity together.
- **Multi-trade job**
Use clearer work packages, trade assignments, shared instructions and visible progress.
- **Project or program**
Bring approvals, supplier activity, evidence and outcomes into one operating view.





SUPPLIER MANAGEMENT THAT GETS BETTER

Manage the supplier relationship, not just the task.

Every engagement can create useful operational intelligence that helps clients strengthen contractor relationships over time.

- **Onboard and verify**

Bring contractor capability, coverage, records, compliance and service expectations into a consistent process.

- **Measure what matters**

Track response, attendance, quote turnaround, completion, safety, compliance, feedback and cost performance where relevant.

- **Improve the next assignment**

Use performance insight to guide allocation, support improvement and build dependable supply capacity.

What a stronger contractor-management model could be worth.

This scenario shows the kind of operating scale where APIS Contractor Connect can create meaningful opportunity. Actual results must be validated against a client baseline, pilot scope and commercial model.

150	180	12	9,000	\$15.0m
sites	contractor and supplier relationships	client-side job assignees	jobs issued each year	annual job value

3,000	1.7	\$337.5k–\$637.5k
hours of capacity released each year	FTE capacity that may be redeployed or avoided	illustrative combined annual opportunity before implementation and operating costs

Illustrative assumptions: 20 minutes released per job; \$110,000 fully loaded annual FTE cost; 1%–3% job-cost control sensitivity. Begin by measuring the baseline, then prove value through a controlled pilot.

A better day for the people closest to the portfolio.

The common outcome is less service administration, clearer ownership and more time for the decisions, relationships and experiences only your people can manage.

01 Property and portfolio leaders

Residential and commercial property managers; building managers; body corporate and owners corporations; commercial and industrial property owners; retail centers and hospitality providers.

02 Operational and high-consequence environments

Facilities managers; insurance companies; government agencies; education providers; health and aged care facilities; infrastructure asset owners.

03 Delivery and continuity leaders

Builders and construction companies; regional operators and client teams coordinating complex service, maintenance, defects and restoration requirements.

Configured around the way each organisation needs to work—whether the priority is visibility, compliance, response coordination, spend control, asset history or customer experience.

Commercial. Residential. Industrial. One connected contractor model.

APIS Contractor Connect can scale across portfolios while adapting to everyday requests, planned work, emergency response, specialist trades and coordinated projects.

CRITICAL SYSTEMS

Plumbing
Electrical and communication
Essential services
HVAC, fire and mechanical

SAFETY, ACCESS AND HYGIENE

Security, locksmith and glazing
Hygiene and pest control
Janitorial services

BUILDING FABRIC AND RESTORATION

Repairs and maintenance
Roofing, waterproofing and painting
Structural, defects and restoration

OUTDOOR, CARETAKING AND PROJECTS

Outdoor amenities and tree management
Caretaking—residential and commercial
Refurbishment works

One model does not mean one-size-fits-all. Core controls stay consistent, while workflows and standards reflect the asset, job and client priority.



A NETWORK THAT CONTRACTORS WANT TO JOIN

A stronger opportunity for every trade partner.

APIS Contractor Connect is designed as a genuine win-win: clients gain capacity and accountability; contractors gain a clearer pathway to trusted work and long-term growth.

- **Access**
New clients, larger opportunities and recurring revenue potential.
- **Clarity**
Better job information, approvals and coordination in one workflow.
- **Fairness**
Allocation informed by capability, location, availability, safety, compliance and performance.
- **Growth**
A transparent performance framework, APIS support and the ability to grow with the network.

Choose a commercial model that shares investment—and shares value.

APIS Contractor Connect can be co-designed around portfolio size, mobilisation pace, contractor proposition and the network-building commitment of the parties involved.

01

Client-sponsored portfolio

Core mobilisation and service environment for one large client or a pilot-to-scale portfolio.

02

Foundation client consortium

Shared coverage, standards or regional capability across participating major clients.

03

Contractor network participation

Onboarding, technology or participation contribution linked to agreed contractor value.

04

Hybrid shared-value model

Aligned client, APIS and contractor contributions as network access and value are demonstrated.

Start with a defined portfolio, region, trade category or service challenge. Agree the outcomes, governance and success measures before committing to a larger model.



ALLIANCE

PROPERTY & INFRASTRUCTURE SERVICES

Integrated **Property, Infrastructure** &
Advisory Services

THE FOUNDATION PARTNER INVITATION

Help APIS build the network your portfolio deserves.

Champion a pilot. Bring your experience. Help strengthen trusted contractor capability. Measure the difference with real service, cost, compliance and performance information.

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