



A global **property technology** company helping property businesses adopt a sustainable way to manage property information and automate after-sales asset management.

Awards:



About inndox

- inndox Pty Ltd was established in 2017 and is headquartered in Brisbane, Australia.
- Founded by Trish & Andrew Mackie-Smith who are passionate about creating smart cities of the future using technology solutions to help the environment, the property industry and property owners.
- inndox is a web app that helps manage compliance, reduce administration, automate maintenance scheduling, warranty reminders, supplier and service contacts and more.
- Endorsed by industry and supported by government, they have customers in Australia, NZ, USA, and UK who are property developers, builders, agents, inspectors & thousands of end-users who are property owners using the inndox app.

VISION: inndox strives to be the global standard in property life-cycle management for better service, asset protection & sustainability.



Trish Mackie-Smith
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Problems

1.

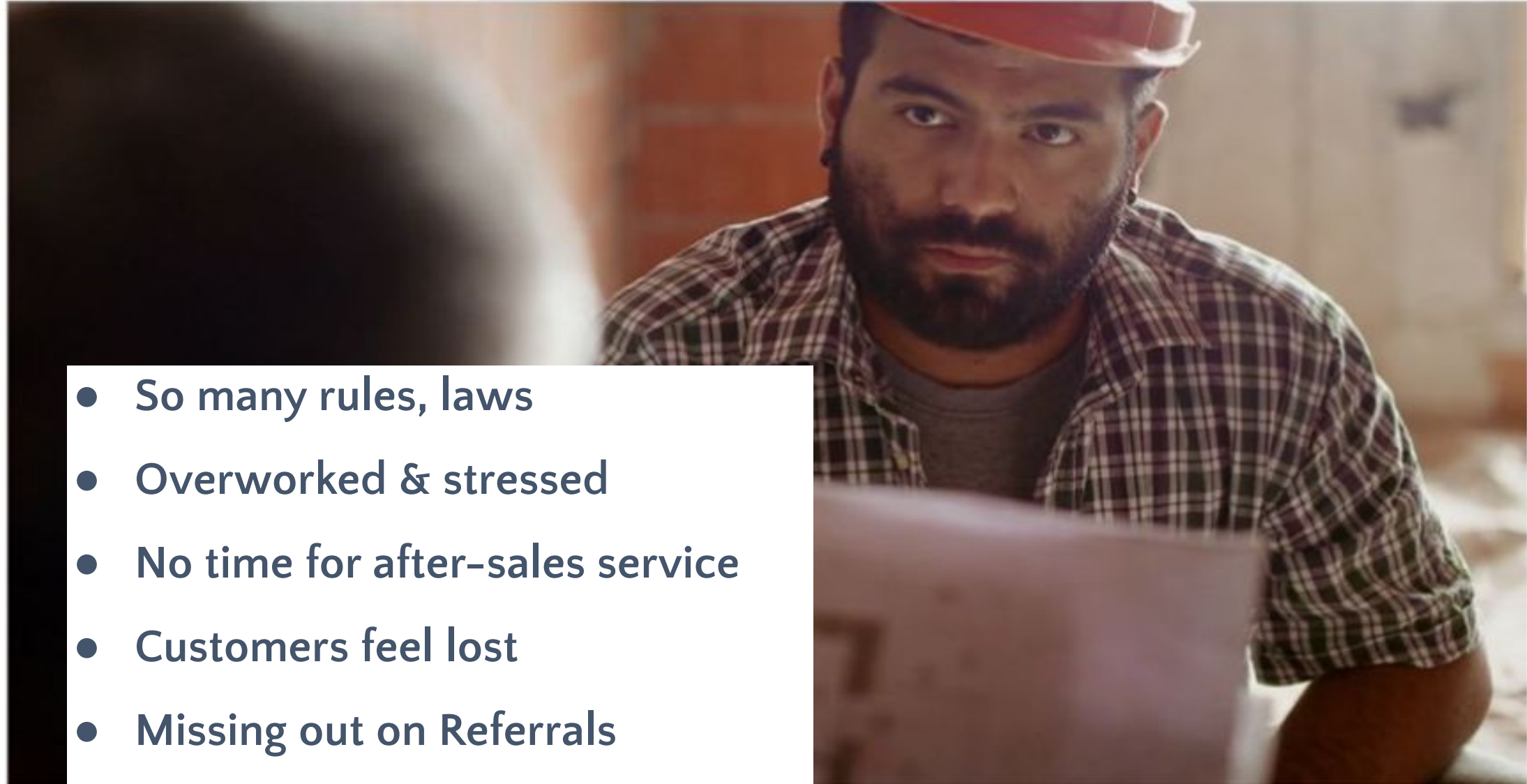
Builders want compliant solutions to protect their business & environment

- Since Grenfell Tower Tragedy and other Tower disasters, global construction codes have been updated in the interest of consumer safety.
- Under Common Law globally, it is clear that all those in the supply chain are accountable for the quality of buildings.
- Global Consumer Laws require extensive information to be provided to consumers at handover and beyond.
- Breaches of these obligations can result in costly litigation, authorities shutting down sites, hefty fines and imprisonment

2.

Customers expect digital- an app for managing their biggest asset

- Today around 95% of property buyers use the internet to conduct property searches. 90% use their mobile phones (compared to 1% just 10 years ago). There has been a **rapid change in buyer behaviour**. They expect a digital experience for everything they do.
- Consumers now expect **Instant answers** to their queries before, during and after sales.
- Consumers online reviews can potentially **damage or elevate your reputation**.



- So many rules, laws
- Overworked & stressed
- No time for after-sales service
- Customers feel lost
- Missing out on Referrals
- Not a sustainable practice

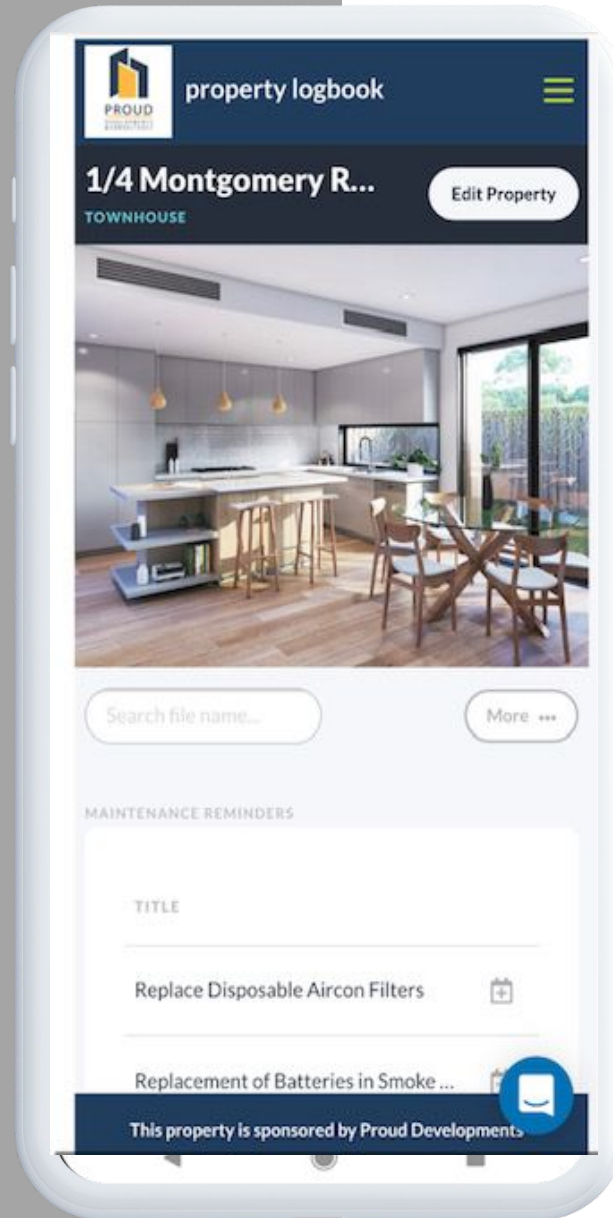
Solution:



property project info and digital service on your company-branded app that passes to the next owner



Read recent case study [here](#)



Manage Risk



Better UX



Sustainability



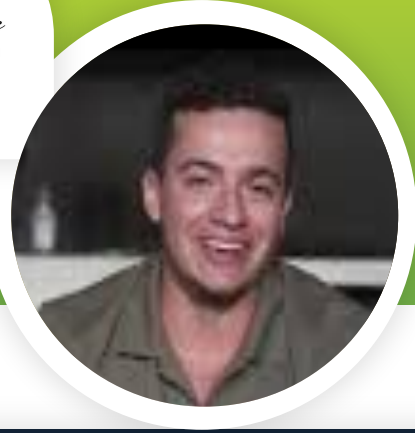
Users across Australia, NZ, UK, USA



USA

Partners:





Testimonial: *Property Developer*

”

*Going digital for after-sales service
is a game-changer*

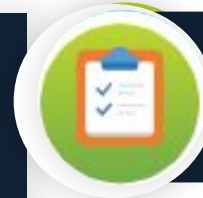
Joe Licastro, MD, Signature Properties

See profile on [LinkedIn](#)

See video [testimonial](#)

May 2020 : inndox for Seville Residences for COVID-safe project handovers

August 2020: Finalist with inndox for UDIA Excellence awards 2020



Compliance met



Faster sales



Customer retention



ASX listed
\$1.8b annual t/o



Testimonial:

Construction Company

”

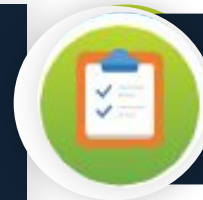
A key project requirement – it was easy to navigate, saved time & would recommend to colleagues

Marina Zavaleeva, Estimator, Icon Co

See profile [LinkedIn](#)

Feb–June 2020 : inndox for “The Workshop”, Sydney – \$297M commercial building

June 2020: inndox handover to CBRE (worlds largest commercial RE company)



Cut weeks of admin



Referrals via app



Customer service





* Commercial, industrial & residential projects
* 200+ handovers p/a

Testimonial:

Construction Company

”

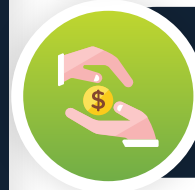
*Great for retrieval, risk management
and customer engagement*

*Anthony Farina, Director, Bert Farina Constructions
See [LinkedIn profile](#)*

inndox utilized since February 2019
Over 200 BFC properties for 12+ developments.
See their [projects](#) on inndox



Compliance met



10x faster



After-sales service





Agents based in
NSW, Victoria & Qld



Testimonial

Real Estate Agency

”
*Speeds up the due diligence process and
buyers love getting an app*
Sharon Richter, Principal, Hudson Property
See [LinkedIn profile](#)



Seller Disclosure



Sells faster



After-sales service



Benefits for your customers: *Property owners*

Digital service

Reassurance of quality

Asset protection

Your subscription gives your customers a “gift” – a free company-branded app to manage their asset!

inndox takes your customer service to the next level

SECURITY:

We have partnered with Amazon for your security. Your data is safe and private.

PRIVACY:

Our privacy policy complies with the requirements of the Australian Privacy Act and General Data Protection Regulation (GDPR). See website:

[Privacy Policy](#)

[Terms of service](#)

[Enterprise Terms — inndox](#)

SERVICE ASSISTANCE:

inndox uses reasonable commercial efforts to assist:

[Service Level Schedule](#)

Simple, logical, sustainable way to manage property information to better service your customers into the future.



[inndox.com](https://www.inndox.com)



inndox

Book a demo

CONTACT US to find out more about inndox and how it can increase sales by transforming the customer experience and extending your brand to future owners.

We would love to hear from you!

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Twitter @inndox

ABN 94 622 352 710

Book in a 15 minute online demo with one of the founders [here](#)

Or visit inndox.com





inndox®



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