

Sunshine Coast International Broadband Network (SCIBN) Case Study



AMBROSE BUILDING

Ambrose Building is one of Australia's largest property repair businesses, focused on the insurance industry, which employs leading edge technology to deliver world class quality and service across Queensland, from its Sunshine Coast Head Office.

Commencing operations in 2008, in response to flooding in the Mackay region, Ambrose Building has successfully opened 13 offices throughout Queensland and currently employs 140 staff to engage with 2,000 contractors state wide on a daily basis.

Initially managing its business through a manila folder system, Ambrose Building quickly moved to developing a custom built end to end job management platform, together with field mobile applications. This allows them to better connect their customer's experience and communications with work required to their trade group, along with empowering field staff through mobile estimating and quality applications.

Technology plays a critical role in Ambrose Building's operations, with a team of 18 people focused on maintaining and improving communications enabling the automation of 80,000 daily processes, which provides stability and speed in responding to over 15,000 claims per annum across Queensland.

Brett Ambrose, Managing Director says, *"technology provides us with the speed and efficiencies needed for us to manage significant amounts of data required to respond to large volumes of work that arise from natural disasters."*

Our commitment and ability to invest in technology has allowed us to accelerate claims, manage risks and automate the handling of policies

SNAPSHOT

- ✓ Founded 2008, with 13 offices across Queensland with Head Office on the Sunshine Coast.
- ✓ One of Australia's largest property repair businesses, focused on the insurance industry.
- ✓ Currently employs 140 staff and engages with 2,000 contractors state wide daily.
- ✓ Automates 80,000 processes per day in responding to over 15,000 claims per annum.

with our average repair loss life cycle reducing from 60 days to 16 to 18 days on average, which meets, manages and changes our customer's expectations.

The Sunshine Coast International Broadband Network will allow us to continue to be a disruptor in our industry, using technology to realise more savings and efficiencies to change the way we engage with our customers. Artificial Intelligence, coupled with machine learning, allows us to automate processes, collect and organise vast amounts of data, to better analyse and use this data to ensure our customers receive a better and more quality service every day.

We are very excited about the possibilities the Sunshine Coast International Broadband Network will provide our business to remain at the forefront of our industry across Australia."

ambrosebuilding.com.au

The future
is here

FOR MORE INFORMATION

Go to invest.sunshinecoast.qld.gov.au or
email invest@sunshinecoast.qld.gov.au

THE FUTURE IS HERE

The Sunshine Coast is building a new economy based on a clear 20-year economic plan, which aims to double Gross Regional Product (GRP) and high-value employment opportunities.

Goals for 2033

- A\$33 billion economy
- 100,000 employment opportunities in high-value industries
- 20% of goods and services produced for export outside the region
- Household income levels above the state average

Sunshine Coast Council welcomes and supports the growth of local businesses and the establishment of new ones in the region.

- Talk to a specialist for site selection assistance and relocation advice.
- Ask for connections with government and industry bodies and access international market information.
- Access a wide array of information online, including local success stories, programs available to local businesses and the latest in local industry news.



Download the Invest Sunshine Coast app for latest news.

Available from the App Store and Google Play.

invest.sunshinecoast.qld.gov.au

Email invest@sunshinecoast.qld.gov.au

or call the Head of Trade and Investment on + 61 407 753 645