



FlowBiz Pty Ltd  
PO Box 227  
Scarborough  
Level 2, 19 Creek  
Street Redcliffe,  
QUEENSLAND 4020  
AUSTRALIA

Main Office: +61 7 3283 6215  
Fax: +61 7 3880 0411  
Email: [sales@flowbiz.com.au](mailto:sales@flowbiz.com.au)  
Mobile: +61418878849  
[www.flowbiz.com.au](http://www.flowbiz.com.au)

ABN 96 092 808 814

## FlowBiz Customer Solution – Automation Financial Services Case Study



**Contracting Industry  
Redundancy Trust**

### Overview

**Country/Region:** Australia  
**Industry:** Financial Services

### Client Profile:

Contracting Industry Redundancy Trust (CIRT) is an Australian Taxation Office registered employee benefit Trust applicable to the electrical contracting industry in Queensland. The Trust allows employers to contribute money each week on behalf of their employees. Current membership is in excess of 20,000 members.

### Business Situation:

CIRT was facing increasing costs and a growing backlog of administration issues as well as ever more demanding requests from members and increasing regulatory and operational demands.

Its in-house developed system was heavily reliant on its one developer. Manual tasks meant constant intervention by the administration staff to ensure information flowed correctly with much manual cross referencing with possible transposition errors always present.

### Benefits after 12 months:

- 50% reduction in administration effort only 4 FTE run the fund.
- Improved uptime.
- No backlogs.
- More time for administrators to spend on membership matters.
- ZERO errors in information transfers.
- Reduction in Overtime.
- Improved satisfaction from members.
- Improved satisfaction from staff.
- Vastly improved record searching and indexing.

Redundancy Trust Saves 50% of its time by automating membership and claims processing.

“Using the FlowBiz Automation technology has helped put CIRT exactly where it needs to be. We have revitalised our administration and now offer quicker and more accurate services with the same number of staff as well as getting a lot of buzz from our members.”  
*Robert Heskett Fund Administration Manager*

CIRT specialises in handling the collection of payments, and claims processing and complex membership administration for in excess of 20,000 electrical trades’ workers. They have replaced their legacy system and using the FlowBiz automation suite have introduced many automated tasks and new methods including scanning. FlowBiz has increased CIRT’s efficiency and productivity so much that the organisation is already saving two full time employees per annum as well as increasing member satisfaction and levels of service. With proven capability to scale up, CIRT can have confidence that the system will grow with their needs.